



WESTERN AUSTRALIAN
COLLEGE of AGRICULTURE
Narrogin

College Operating Procedures 2024

Updated December 2023

Western Australian College of Agriculture Narrogin

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RTO 50506

An Independent Public School

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College Contact Numbers

WA College of Agriculture - Narrogin
Lot 216, Cooraminning Road, Narrogin
PO Box 38
NARROGIN WA 6312

Phone: 9881 9700

Website: <https://www.narroginag.wa.edu.au/>

Email: narrogin.wacoa@education.wa.edu.au (general College enquiries)
narrogin.wacoa.residential@education.wa.edu.au (direct to residential staff)
narrogin.wacoa.admin@education.wa.edu.au (direct to administration staff)

Duty room (after hours): 9881 9732

The Administration office is open from 7.30am – 4.30pm

AFTER HOURS PHONE NUMBERS FOR EMERGENCY PURPOSES ONLY

Principal	0427 995 261
Deputy Principal	0427 993 831
Head of Residence	0418 510 780
Farm Manager	0427 811 255
Assistant Farm Managers	To be advised
Leading Hand	0428 522 546

Parents are required to have an email account for correspondence from the College as most communications are sent via email. It is important to notify the College if you change your email address.

College Staff

Principal:	Ms Clare Roser
Deputy Principal:	Ms Joan Armstrong
Manager Corporate Services:	Mrs Teresa Rafferty
Program Co-ordinator Student Services:	Mr Christo Argæt

School Officers:

Mrs Mary Kittow	Principal support, records management, front desk
Mrs Julie Armstrong	Student enrolment
Mrs Jill Norwell	School systems, financial support
Mrs Annette Atkinson	School systems, financial support
Mr Chris Zielke	Promotions, website and media
Mrs Sharon Ward	Front desk, work placement support, attendance

Network Support Officer:	Mr Cameron Galsworthy
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Class:	Miss Leanne Sjollem, Head of Teaching and Learning, Animal/Production System Teacher
	Mrs Gayelle Quartermaine, Program Coordinator for Leadership, Innovation & Industry / Agricultural Science and Technology

Trades:	Mr Mitchell Wray, Head of Trades / Furniture Making
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Student Support Officer:	Mrs Tania Vogel
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Farm:	Mr Stephen Madson, Farm Manager Ms Renae Tucci, Vocational Trainer
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Residential:	Mrs Heather Rae, Head of Residence
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Catering:	Mrs Judy Goodridge & Ms Diane Head, Cooks
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Cleaning:	Mr Eugene McCarthy, Cleaner in Charge
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Gardener and Handy Person:	Mr Bradley Gilmore
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Welcome

Dear Staff, Students and Families,

Welcome to the WA College of Agriculture Narrogin. In 2024 we will have 148 students from Year 10-12. Of those, 138 students are residential students and the remainder are day students. The College has outstanding facilities and resources and is able to provide a diverse number of certificates and a varied range of educational experiences.

Our goal is to ensure that our College is a place where everyone feels safe and feels a sense of belonging. It is a place where students will find personal success as they engage in the teaching and learning program, building a positive College community. We know that as a Residential College, we have a very important role in caring for your child 24 hours a day and we take this role very seriously. College staff nurture our students to be bold and creative, independent and resilient. We create a welcoming and intellectually challenging environment to prepare our students for an enriching life, both within and beyond school.

The College has a number of important educational components and students are expected to agree to the College expectations in relation to behaviour, uniform, adherence to rosters, routines and College standards. Attendance every day is also very important; we expect all students to be at school and engaged in their learning program, except if sick or if there is a family emergency.

The College provides all students access to a broad, balanced and flexible curriculum within the scope of our focus on agriculture and related trades. This includes the opportunity for students to complete high level certificates in agriculture and the trades, to study ATAR courses and/or General Study courses. The aim is for all our students to achieve a WA Secondary WACE Certificate and a range of industry qualifications.

The College values and encourages partnerships and understands the importance of fostering close links with parents and the broader College community through its commitment to open and regular communication. We work in partnership with industry, the Advisory Committees and the College Board, and value their feedback.

When your child attends our College, they will discover their path to a meaningful future and a full and relevant life. I look forward to welcoming your family to WA College of Agriculture-Narrogin.



Clare Roser
Principal

College Expectations

The College Expectations outlines the College ethos of an engaging, positive learning environment and a respectful and caring community.

- Students ensure they achieve their personal learning goals while enriching an environment that is productive and safe.
- Students engage in their education and training to the best of their abilities across all settings. They complete their assessments and training by due dates and are encouraged to seek the support of our College staff as needed.
- Students participate in and contribute to College events and represent the College in the wider community. They celebrate their own success and those of other students and staff.
- Students grow and learn in a safe environment that they are the key contributors to. They value courteous and respectful behaviour towards their peers, staff, and College facilities.

By enrolling at the College, all students agree to uphold the College Code of Conduct.

College Fees

Acceptance Deposit

- The deposit of \$200.00 which was payable upon receipt of the Offer of Acceptance from the College 2023 will be credited against 1st term fees and charges 2024.

Residential Charges

- First instalment \$3110 - On or before 31st January 2024
- Second instalment \$3110 - On or before 15th April 2024
- Third instalment \$3110 - On or before 15th July 2024

Failure to clear all outstanding accounts from Year 10 or Year 11 will result in residency being denied at the commencement of Year 11 or Year 12 unless prior repayment arrangements have been made with the Principal.

School Fees

An individualized invoice will be issued.

Bonds

A refundable Student Bond of \$250 Residential, \$100 Day Student is included in School Fees.

College Administration may draw on this to cover emergency transport fares, wilful damage or other contingencies.

Boarding Agreement

WA College of Agriculture - Narrogin requires that all parents/caregivers read the Statement of Boarding and complete the *Boarding Agreement* form and return it to the College.

Acceptance Deposit Refund

The acceptance deposit is fully refunded in the event of a written withdrawal being received prior to the start of term one.

Residential Boarding Fees Refund

If a student leaves the College through their own choice or through termination of residency, fees remain payable for the number of weeks the student has been in residence. Parents/caregivers will be refunded the excess if applicable on a pro rata basis.

If a student ceases the educational program at the College, pro rata of Charges less the percentage of the Government subsidy will be refunded to parents according to the time of the year.

The Fees Refund Policy is consistent with the Department of Education policies.

Payment options

The following payment options are available at the College:

- Direct Deposit
- EFTPOS / Credit Card
- Cash/Cheque - made payable to *Narrogin Agricultural College*

Bank Account Details for Direct Deposit

Narrogin Agricultural College
Commonwealth Bank Narrogin

BSB: **066 522**

Account: **00900281**

Reference: *Please ensure that the student's name is used as the reference for all Direct Deposits*

**PLEASE REFER TO THE
2024 COLLEGE CHARGES AND CONTRIBUTIONS AND FINANCIAL ASSISTANCE
INFORMATION BOOKLET FOR FURTHER INFORMATION.**

Student Attendance

Attendance at school is essential for effective learning and high outcomes. Attendance at school is a legal responsibility. Students are required to attend the College during the following times.

Class

Monday to Friday 9:00am – 3:00pm

Farm and Trades

Monday to Thursday 9:00am – 4:00pm
Friday 8:00am – 3:00pm

The College is audited on student attendance and the expectation is that students attend College everyday it is in operation. If a student is absent from the education and training program, a **written explanation** from their parent/caregiver must be provided. Unexplained and unauthorised absences may impact on parent allowances and student participation in College activities. Evidence for extended absences, i.e. medical certificates, may be requested at the discretion of the Principal or College staff members appointed by the Principal. Further explanation may be required should the Principal consider absences to not be genuine.

Early release of students impacts on education and training programs. Parents/caregivers will need to contact the College with a written **explanation** of why early release is necessary. Assessment tasks such as examinations will not be altered for early departure unless for medical or unavoidable appointments. Evidence for these absences may be requested at the discretion of the Principal or College staff members appointed by the Principal. Absence from College for students to attend work is illegal and is not a reasonable excuse for students to miss school. When children can work in Western Australia | Department of Mines, Industry Regulation and Safety (commerce.wa.gov.au)

Class Daily Period Structure

Monday to Friday (9am – 3pm)	
Period	Time
1	9:00am – 9:50am
2	9:50am – 10:40am
RECESS	10:40am – 11:00am
3	11:00am – 11:50am
4	11:50am – 12:40pm
LUNCH	12:40pm – 1:20pm
5	1:20pm – 2:10pm
6	2:10pm – 3:00pm

Farm and Trades Daily Period Structure

Monday to Thursday (9am–4pm)	
Period	Time
1	9:00am – 9:50am
2	9:50am – 10:40am
RECESS	10:40am – 11:00am
3	11:00am – 11:50am
4	11:50am – 12:40pm
LUNCH	12:40pm – 1:20pm
5	1:20pm – 2:10pm
6	2:10pm – 3:00pm
7	3:00pm – 4:00pm

Friday (8am – 3pm)	
Period	Time
1	8:00am – 9:00am
2	9:00am – 9:50am
3	9:50am – 10:40am
RECESS	10:40am – 11:00am
3	11:00am – 11:50am
4	11:50am – 12:40pm
LUNCH	12:40pm – 1:20pm
5	1:20pm – 2:10pm
6	2:10pm – 3:00pm

Communicating with Parents/Caregivers

Compass

Students can access Compass with their single sign on username and password provided at the commencement of the school year to view their profile, timetable, events, and the school calendar.

At the commencement of the school year, parents/caregivers will receive an email from Compass that will contain your unique username and password. To access Compass, please use a web browser such as Google Chrome and navigate to <https://narroginag-wa.compass.education> or click the link from the front page on the College website. Compass also has a mobile device app which can be downloaded from the App Store or Google Play Store by searching "Compass School Manager". Upon reaching the login page on either the web or the app version of Compass, please use the username and password emailed or given to you at the start of the school year. Once parents/caregivers have entered the details to login, prompts will be displayed to set a unique known password to access Compass.

Compass Parent Guide - <https://www.compass.education/guide>

Compass Parent Frequently Asked Questions - <https://www.compass.education/support/parent-faq>

If you require assistance with accessing Compass or you are having trouble with Compass, please contact the College by telephone on 98819700 or by email at Narrogin.WACoA.ICT@education.wa.edu.au

Compass is the College's primary method of communication with parents and caregivers. It is therefore important that you keep your log in secure and for your use only (i.e. do not give it to your child).

Connect

As part of our teaching and learning program, WA College of Agriculture - Narrogin will provide you with an account for Connect. Connect is a secure online environment that has been developed by the Department of Education Western Australia and provides parents/caregivers with a way to engage with their child's learning easily and safely online.

Hair, Shaving, Hygiene and Jewellery

Hair

In general, hair styles that are clearly self-cut, unprofessional, untidy or not reflecting a positive image of the College are not permitted. Students are not permitted to cut each other's or their own hair at the College. In the event of a dispute, the College Senior Staff will make a judgement about a particular hair style's suitability. Students with an unacceptable hair style will be expected to rectify their hair to meet acceptable standards. Until the hair style is deemed suitable, the student will be excluded from representing the College on non-essential College excursions/activities.

Students that choose to shave their heads or have a haircut that is less than a number two will be excluded from representing the College on any official College function, including all trips and tours and College sporting events. Any deposits or fees paid for excursions will be forfeited. Shaved heads or baldness for medical reasons are accepted.

Hair is to be clean and well groomed. Long hair (shoulder length) must be tied back when in a workshop or on farm, and in the dining room as per occupational safety and health standards.

Hair, Shaving, Hygiene and Jewellery – *cont'd*

Shaving

Students must be clean shaven unless they are able to grow facial hair of a mature standard.

Hygiene

It is an expectation that all students shower at least once daily and wear clean, ironed clothes in good order.

Jewellery

Students are permitted to wear jewellery such as rings, bracelets, necklaces, watches, earrings and other forms of body piercing.

The exception to this rule is based on occupational safety and health. If a staff member deems the item that is worn to impact on the safety of the student in his or her working environment, the student must remove the item.

Mobile phones and electronic devices (Refer to *Mobile Phone Policy*)

<https://www.narroginag.wa.edu.au/wp-content/uploads/2023/11/2024-Mobile-Phone-Policy-271123.pdf>

Off and Away All Day

The Department of Education does not permit student use of mobile phones in public schools unless for medical or teacher directed educational purposes.

Due to the nature of the learning environment here at the College, students are **NOT** to have phones at school during the school day unless the student has been granted an exemption due to a certified medical condition.

Vehicles (Refer to *Student Vehicle guidelines*)

<https://www.narroginag.wa.edu.au/wp-content/uploads/2023/06/student-drivers-on-wacoa-and-farm-based-public-school-sites-procedures-v1.2-08092022.pdf>

Student vehicles

Student vehicles will only be permitted if parents/caregivers can demonstrate that it is necessary for their son/ daughter to travel from home to the College and return. The vehicle will not be permitted for any other use.

Parents/caregivers should submit their request to the Deputy Principal who will make the decision **prior** to the vehicle coming on site. The misuse of a vehicle or contravening the vehicle policy by a student will result in the vehicle privilege being removed.

Student vehicles must be parked in the designated area on arrival and the keys handed to staff. Students will not drive their vehicles until their next period of approved leave, or if given specific authority for Automotive training. Students will not be permitted to access vehicles unless accompanied by a staff member.

Students are permitted to transport other students provided both parents/caregivers give written permission before each journey.

Vehicle permission forms are available from the administration office. Students need to reapply each year.

Horses (Refer to *Horse Procedures document*)

<https://www.narroginag.wa.edu.au/wp-content/uploads/2023/11/2024-Horse-various-forms.pdf>

Student horses

Students may bring horses to the College for recreational purposes. There are a number of conditions in place for this to occur. Students who do not have their Good Standing will not be able to ride their horses for recreational purposes but may exercise their horse by lunging.

Weights Training

The weights training room is available to members of the weights club. Year 10 students may only use the weights area while under supervision of a staff member.

Parents are required to sign and update permission forms **each year**.

Student Uniform

The College has a student uniform which is expected to be worn. A uniform creates a positive image and pride in the College. Items that are worn or damaged or generally look untidy detract from the image of the College and are expected to be replaced.

Class and Sport uniform

Item	Description	Available from
Navy blue polo shirt	JB's wear, Embroidered with logo and student name	Sportspower Narrogin
College Black track pants	Champion Micro Fibre Infinity, Ladies and men's sizes, Embroidered logo	Sportspower Narrogin
College Black short	Champion Micro Fibre Infinity, Ladies and men's sizes, Embroidered logo	Sportspower Narrogin
Black joggers	Plain black	Sportspower Narrogin or elsewhere
Socks	Plain black or navy blue	Sportspower Narrogin or elsewhere
Sports jacket	College design	Sportspower Narrogin
NOTE: The formal Chino pants, shirt and formal shoes can be worn as part of class uniform.		

Students are not permitted to wear black leggings or jeans on class days.



Student Uniform – *cont'd*

Trades and Farm uniform

Item	Description	Available from
Long sleeve navy blue shirt	Bisley work wear, Ladies and men's sizes, Embroidered with logo and student name	Parry's Narrogin
Navy blue trousers	Bisley work wear, Ladies and men's sizes	Parry's Narrogin
Navy blue shorts	Bisley work wear, Ladies and men's sizes	Parry's Narrogin
Navy blue work jumper	JB's wear, Embroidered with logo	Parry's Narrogin
Navy blue soft shell jacket	Bisley work wear, Embroidered with logo	Parry's Narrogin
Boots	Polished black steel capped boots	Parry's Narrogin or elsewhere
Hat	College navy bucket hat in terms 1 and 4 and the College peaked cap in terms 2 and 3	Sportspower Narrogin
Beanie	College navy blue beanie Hats and beanie embroidered with logo	
Socks	Plain black or navy blue	Sportspower Narrogin or elsewhere



Student Uniform – *cont'd*

Formal Uniform

Item	Description	Available from
Maroon and black Jacket	College Design	Sportspower Narrogin
Formal shirt	PERM–A–PLEAT wear grey collar shirt, Long or short sleeve, Embroidered with logo	Sportspower Narrogin
Black Chino pants	Lawson Chino Biz Collection, Ladies and men's sizes, Must cover socks	Sportspower Narrogin
College tie	Maroon colour tie	Sportspower Narrogin
Plain black dress shoes	Plain black, not runners	Parry's Narrogin or elsewhere
Socks	Plain black or navy blue	Sportspower Narrogin or elsewhere

As of 2022 students are NOT permitted to wear black jeans.



Medical

Medical treatment

There may be occasions when your child will need medical treatment. In circumstances where doubt exists, they may be transferred to the casualty department of Narrogin Hospital. In situations where serious illness or injury has occurred or is suspected, an ambulance will be called. The College strongly recommends that your child is a member of the St John Ambulance Fund or has private health ancillary cover.

Parents/caregivers will be advised as soon as possible of admission to hospital or of an accident or serious illness.

To be free to act in the best interests of your child, the College needs authority to seek medical attention where parents/caregivers cannot be contacted immediately. It is important, therefore, that parents/caregivers complete the “Form 1—Student Health Care Summary” and the “College Management of Medication” form immediately upon receipt of these documents. It is important that your child has had a recent tetanus booster and that where at all possible, any non-urgent medical or dental appointments be completed during scheduled leave.

Appointments for medical/dental

College staff may not be able to assist with transport to appointments that are non-urgent during school hours.

Parents/caregivers are asked not to return students to the College who are sick or need medical attention.

Narrogin Pharmacy

Pharmaceuticals issued by the local doctor or hospital will be charged to the parents/caregivers by the Narrogin pharmacies. This is a valuable service to the students and we request parents/caregivers assist with prompt payment when required. Staff will manage medication as per the College Management of Medication Policy.

Student medication request/record

Where possible student medication should be self-administered by the student or be administered by parents/caregivers at home at times other than during school hours. If the Principal of the school is to approve of school staff administering or supervising the administration of medication to students, then the following requirements must be met.

Prescription medications

Long term prescription medication must be supplied to the College in pre-dispensed Webster Packs or the equivalent. Parents/caregivers must sign medication in and out of the College on the relevant forms. In accordance with the ‘Student Health Care Policy’, residential staff manage student self-administration of certain medications.

The doctor prescribing the medication must be aware that the school will supervise or carry out the management of medication on the instructions provided. It is therefore desirable that the doctor provides instructions – as per ‘Medication instructions from prescribing doctor’. These instructions are a mandatory requirement if special arrangements are necessary for the College staff to administer the drug or monitor the student after drug administration.

Medications should be delivered to the school into the care of the designated staff member who will prepare a student medication record and store them in a locked cupboard. All medications should be contained in a Webster Pack or a properly labelled container showing the name of the drug, the name of the student and the appropriate dose and frequency. Unlabelled medications will not be administered.

**It is a requirement that parents complete the forms
‘FORM 1—STUDENT HEALTH CARE SUMMARY’ and
‘COLLEGE MANAGEMENT OF MEDICATION’ if you require medication to be stored and
administered to your child whilst on site at the WA College of Agriculture, Narrogin.**

Medical – cont'd

Non-prescription Medications

If students require non-prescription medication such as Antihistamines or Panadol, the College will supply and monitor its administration.

Parent/caregiver approval for supply of such medication is covered in the enrolment information, *Medication Permission* form.

Q FEVER

STUDENTS AT THE COLLEGE MAY BE AT RISK OF CONTRACTING Q FEVER THROUGH WORK WITH LIVESTOCK.

PLEASE ARRANGE WITH YOUR FAMILY DOCTOR TO HAVE YOUR CHILD IMMUNIZED IF YOU HAVE CONCERNS IN RELATION TO THEM BEING EXPOSED TO Q FEVER

The College must be notified of changes to students' medical conditions or details to ensure adequate care.

Student Health and Wellbeing

Student Services

The Student Services team is a group of staff who work to maximise the educational and socio-emotional outcomes of students at the College. Student Services consists of a diverse team from across the College and work collaboratively with staff, parents/caregivers and students. They oversee areas such as:

- Mental and Physical Health
- Wellbeing
- Supporting learning and engagement
- Social and emotional engagement
- Positive behaviour support
- Attendance

The group is composed of the Principal, Deputy Principal, Student Services Coordinator, Residential Manager, School Psychologist, Chaplain and Student Support Officer.

School Chaplain

The Chaplain attends the College four days per week. Parents/caregivers and students can request appointments directly through the Chaplain or via the Student Services Coordinator.

School Psychologist

The Psychologist attends the College on set days. Parents/caregivers and students may request appointments through the Student Services Coordinator if they have concerns about wellbeing or learning.

School Nurse

The Nurse attends the College on a fortnightly basis largely for health education purposes. Students are welcome to consult the Nurse – all appointments are confidential. Parents/caregivers and students can request appointments directly through the Nurse or via the Student Services Coordinator.

Student Prefects 2024

Why have Prefects?

- Student Prefects play an important role in representing the student body and assisting College staff to improve the College.
- Student opinion is valuable and important. The Prefects provide a formal way of including that opinion in school decision making.
- Student Prefects are role models for other students and assist to set the tone for behaviour.

Selection process

- Year 12 Prefects- nominations will be called from the Year 11 student body mid-term three each year. Students nominate on the required form. Successful candidates will be announced at the Year 12 Graduation.
- Year 10 and 11 Prefects- nominations will be called from the respective student year groups mid-term one, each year. Students nominate on the required form.
- The former Year 10 Prefects continue as Year 11 Prefects during term 1 of the next year until the new Year 11 Prefects are announced.

How can a Prefect be removed?

- Resignation.
- Suspension for serious misdemeanours involving drugs or alcohol or continued incidents of suspension for lesser behaviour.
- Abuse of power or trust.
- Ongoing failure to meet the requirements of the position.

Camps and Excursions

NB: The Department of Education has completed a review of the Excursion and Outdoor Education Policy. The following information meets the policy;

Students will be provided the opportunity to attend a number of excursions and camps as part of their educational program. We require informed consent from a parent/caregiver for your child to attend these opportunities. Staff will spend much time gathering all information required for the excursion and camps to take place and meet the Departments policies. They will assess risk and put in place actions to mitigate risk as much as possible. The College will be utilising Compass to communicate with parents/caregivers to gain informed consent for each educational activity. Consent must be in writing.

Parent permission, where required, needs to be in writing and on the specific form for the excursion and delivered, or scanned/mailed to the College. Verbal permission cannot be accepted.

Personal and College Property

Personal Property

Whilst the College takes reasonable precautions to prevent loss and damage, the College does not accept liability and will not be responsible for damage to, or loss, theft or destruction of, the personal effects (including motor vehicles and notebook computers) of staff or of students (whether boarders or day students).

Therefore it is the responsibility of each staff member and family to make adequate provision for the inclusion of personal effects such as motor vehicles, phones, cameras, clothes, sporting equipment, watches, radios and musical instruments in personal insurance.

THE COLLEGE WILL NOT ACCEPT LIABILITY FOR PERSONAL EFFECTS OF STUDENTS OR STAFF WHICH ARE LOST, DAMAGED OR STOLEN.

College property

It is important that the WA College of Agriculture Narrogin maintains a quality environment for students. Students and staff must use all equipment and facilities appropriately and with care.

Students must contribute to the care of the College facility and resources by:

- Behaving in a manner that ensures the safety of others and care for the environment;
- Not causing damage to any College property;
- Seeking authorisation from staff before accessing areas or equipment that are not automatically accessible to students;
- Keeping furniture and fixtures in their original location and returning equipment to its proper location;
- Only bringing authorised items to the College;
- Keeping the College premises free from litter and having pride in the College grounds; and

In the event that student behaviour causes damage to College facilities or equipment, the following will apply:

- If the damage was caused by behaviour that was wilful or deliberate the student/s will pay 100% of the cost of repairs/replacement. In addition, students are likely to be suspended.
- If the damage was caused by behaviour that was careless or irresponsible the student/s will pay up to 100% of the cost of repairs/replacement dependent on the nature of the behaviour.
- If the damage was caused by a genuine accident the student(s) may not be required to pay any of the cost of repairs/replacement.

Personal and College Property – *cont'd*

Banned Items

Students may not bring onto the campus at any time the following items due to the illegality or potential for causing harm to others. Where staff have a reasonable suspicion of banned items, the College reserves the right to inform the student involved. Then, in their presence, undertake a search of their belongings in their cubicle or dorm areas as well as luggage and bags on return to the College. Banned items will be confiscated and, in most cases, disposed of. Parents will be contacted.

These include, but are not limited to:

- Aerosols (use stick type/roll-on shaving creams and deodorants. Hair sprays may be held at a supervisor's office, but would generally not be recommended to bring onto the campus);
- Knives, including pocket knives, weapons or any other sharp instrument that could be used as a weapon;
- R Rated material and inappropriate games, DVDs or CDs or other media;
- Matches or lighters;
- Energy drinks (i.e. Red Bull, Mother, Monster Energy and V);
- Stock whips;
- Accelerants (they may be stored under staff supervised care); and
- Supa Glue.

Drugs and Alcohol (Refer to *College Drug Education Guidelines*)

<https://www.narrogina.wa.edu.au/wp-content/uploads/2023/11/Alcohol-and-Other-Drugs-Guidelines-2024.pdf>

Students need to be aware of the College's expectations surrounding drugs and alcohol. Western Australia College of Agriculture - Narrogin does not permit students while on school or residential premises, at any school function, excursion or camp to:

- smoke or possess tobacco products or vapes;
- consume, possess or be affected by alcohol;
- use, possess or be affected by illicit drugs;
- possess drug-related equipment or paraphernalia;
- possess pharmaceutical drugs (over the counter or prescription);
- use pharmaceutical drugs that have not been issued by staff;
- possess or use volatile substances - including aerosol cans, nangs; and
- consume or possess energy drinks.

If a student is found to be in possession of drugs or alcohol, the substance will be immediately confiscated. In the case of illegal drugs, police will be contacted and an investigation will take place.

Firearms and Dangerous Weapons

Firearms or replicas of firearms (including ammunition or magazines), weapons (including items such as cross bows, arrows, knives and other dangerous weapons), flammables, explosives or dangerous instruments are prohibited in any part of the WA College of Agriculture Narrogin.

Students found with firearms and or dangerous weapons will have them immediately confiscated and the Police will be contacted.

Emergency Procedures

(Refer to the *Standalone Bushfire Plan and Incident Management Plans*)

Standalone Bushfire Plan

<https://www.narrogina.wa.edu.au/wp-content/uploads/2023/11/Standalone-Bushfire-Plan-2023-2024-PUBLIC-VERSION.pdf>

Incident Management Plan

<https://www.narrogina.wa.edu.au/wp-content/uploads/2023/11/Incident-Management-Plan-2023-2024-PUBLIC-VERSION-281123.pdf>

Evacuation Procedure

In an emergency students and staff will hear three (3) consecutive blasts of the air horn or the fire siren.

On hearing the emergency alert all staff, students and visitors are to make their way to the nearest safe exit and proceed to the muster point and await further instruction. *Refer to the Emergency Evacuation Map on the following page.*

Evacuation drills will be undertaken each term to prepare staff and students for an emergency situation.

Bushfire Response Procedure

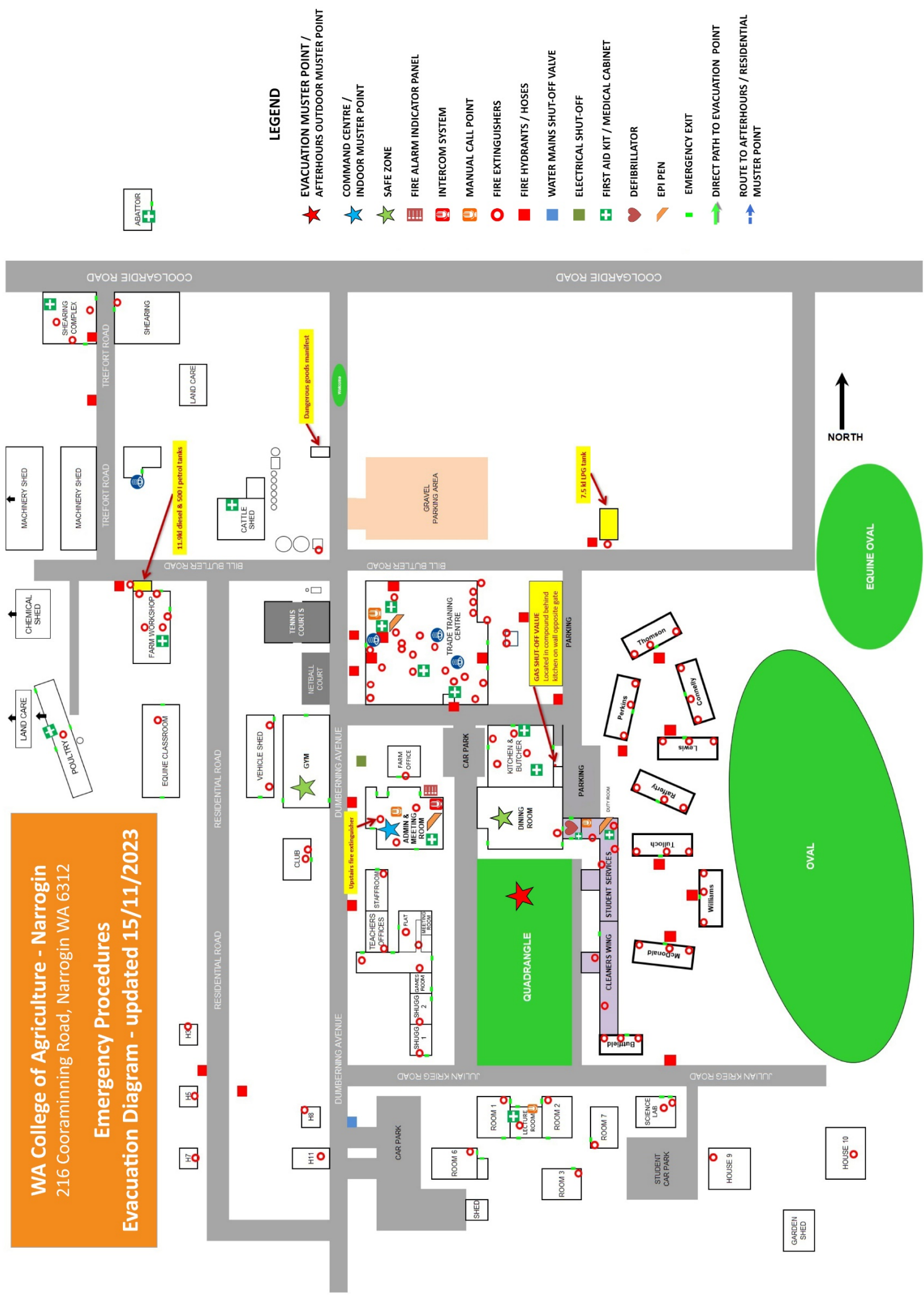
The dining room is the designated 'safer building'. If it is unsafe for personnel to remain on campus they will be transported by College vehicles to a designated safe zone.

WA College of Agriculture - Narrogin

216 Cooraminning Road, Narrogin WA 6312

Emergency Procedures

Evacuation Diagram - updated 15/11/2023



Visitors to the College

All visitors to the College are required to sign in at administration during school hours.

Students will be called to the Administration office to meet with the visitor. Visitors are not to enter learning spaces.

Should a student's friend/relative wish to visit, written parental permission must be given.

Refusal to allow a visit by a relative or friend will occur if:

- a) The visit interferes with the student's educational program
- b) The visitor has been prohibited to enter the College grounds
- c) Visitors are suspected to be under the influence of alcohol and/or drugs
- d) Visitors are abusive or display antisocial behaviour

Visitors who display inappropriate behaviour or do not follow instructions will be asked to leave the College and may be prohibited from coming on site.

The entire College site is smoke free

Closed Circuit Television - CCTV

The College has a CCTV system for the purposes of protecting students and staff welfare as well as College property and premises. Camera footage is only viewed by specified staff and not live. CCTV footage will not be supplied to any third party without authorisation by the Principal or directed by Police.

On occasion, portable cameras are used for a specific need where the fixed CCTV system does not provide adequate coverage. The footage of the portable cameras is treated in the same manner as for the footage of the fixed CCTV cameras.

Student Agreement

Day Student Agreement

Day students can be defined as those students attending during instructional hours and do not reside at the College. Day students have access to all curriculum and associated activities.

1. A day student shall arrive at the College on normal school days at least 10 minutes prior to the start of morning classes and will attend all scheduled classes and activities related to their course of study
2. Day students will need to sign in at the front office on their arrival. Outside of office hours, day students will need to sign in or out through the Duty Room.
3. A day student shall leave the College no later than thirty minutes after the last class of the day.
4. The student must abide by the College's Expectations.
5. Day students are not permitted in any dormitories at any time unless given approval by College administration.
6. No refund of fees or charges is payable for any period of absence by a student from the College from suspension.
7. The student must participate in the College's educational activities except where excused on medical grounds.
8. The parent(s) or caregiver(s) are liable for any damage to the College caused by a negligent, reckless or wilful act of their child.
9. Other than where the College has been proven negligent the College is not responsible for any loss or damage to a student's property.
10. Other than where the College has acted in breach of its Duty of Care to the student, the College is not responsible for any illness, injury or death of a student.
11. Students with their own vehicles must park them in the designated car park areas. They are not to be used during the instructional day. On arrival the student must give his/her car keys to the front office for safe keeping.
12. If a student for whatever reason requires a meal other than morning tea and lunch, which is provided for in the fee structure, that meal must be paid for. The onus is on the student to inform duty staff that they will be consuming a meal that needs to be paid for. The duty staff will then inform the Manager Corporate Services. The amount of \$3.00 for each meal will be added to the student's account.
13. Day students may access Residential activities on a user pays basis. Additional charges will be paid by day students to reflect their non-boarder status.
14. In order to ensure the safety and wellbeing of the student and other students at the College it is expected that the Principal is advised of any serious medical condition and/or social or emotional issues that may impact on the student's life at the College.
15. To assist the College to respond to student's individual requirements, it is recommended that the Principal is advised of any specific learning issues or of any services which the student receives from external agencies.

Public Transport

Parents/caregivers are required to complete a 'Complimentary Bus Travelling Permit' form if their son/daughter is to use the school bus from Narrogin or from other towns.

To apply for the 'Complimentary Bus Travelling Permit', parents are required to log on to the School Bus Services website and follow the prompts.

At the end of the process you will be given a reference number for you to track your progress over the next few weeks.

Complaints and Appeals

Most complaints can be resolved early and easily by respectful and timely conversation between parties. The first point of contact should be the relevant Head of Department or Manager for the area.

The College will make every effort to promptly resolve any issues or concerns raised in respect to the provision of education and/or training or the conduct of any College staff. You can be assured the concern will be resolved in accordance with the principles of procedural fairness and where appropriate, dealt with in confidence. If you feel it is not appropriate to raise the issue with a particular staff member then please call the College Principal.

If a student believes an assessment decision made by a College staff member has been made incorrectly or the judgment has not been made in accordance with due protocol or policy, then they are entitled to appeal the assessment. Appeals will be made to the staff member initially and if not resolved referred to the Head of Department or Manager of the particular learning area. The Principal will become involved when required.

Reporting Issues and Concerns

Any issues that cause concern to students or parents should be reported to staff. This will enable the College to deal with matters before they become larger. Stymie is an online anonymous notification system that students and parents/caregivers can use to report concerns. www.stymie.com.au.

The Department of Education has a hotline for students and parents to make complaints about the residence that cannot be brought to school staff and the number is 1800 011 11v4.

Behaviour Management (Refer to *Good Standing Policy*)

<https://www.narroginag.wa.edu.au/wp-content/uploads/2023/11/College-Good-Standing-Policy-2024.pdf>

WA College of Agriculture, Narrogin's Behaviour Support Policy represents a whole College approach towards ensuring a safe, caring and productive learning environment.

Students are more likely to be engaged with their learning if they are in an environment where they feel respected and capable. The College considers successful behaviour support as meeting students' needs rather than simply reacting when they misbehave.

As a general rule, behaviour issues should be resolved at the lowest level. As staff exhaust their capacity to counsel and manage behaviour, they refer students to Heads of Department and Managers. As avenues for behaviour management at this level are exhausted, students are referred to the Deputy Principal and then the Principal.

Violence is not an answer to resolve conflict or disagreement and is viewed in society as assault. Students that initiate physical violence will be suspended. The length and type of suspension will depend on the nature of the violence and the lead up to the event.

All breakages/vandalism should be reported to staff immediately. Students will be required to pay for damage if it is caused by carelessness or wilful actions.

18 Year olds

Despite being of legal age, all expectations regarding behaviour apply to students above 18 years of age. The only exception being that with parental approval.

Good Standing

Students begin each year on Good Standing and are eligible to participate in all extra-curricular activities.

When a student is not in Good Standing they will forfeit the opportunity to attend any extra-curricular activities such as Country Week, the College Ball, intercollege sports events, and so on.

Students receiving school suspension will automatically lose Good Standing.

Good Standing Policy 2024

<https://www.narroginag.wa.edu.au/wp-content/uploads/2023/11/College-Good-Standing-Policy-2024.pdf>

Standing Together Against Violence

<https://www.education.wa.edu.au/dl/ergjmo3>

Farm

Farm Safety and Machinery Use

The farm represents a significant safety risk to personnel. Students are not to operate machinery or equipment unless they have staff authority after being provided with adequate training and are signed off as competent to operate. If there is any suggestion that a student is affected by alcohol or drugs an investigation will occur and the student will not be able to operate machinery and equipment.

A Student Driver Policy exists to define and describe the prerequisites, considerations and stages of the student licence system. In short, students may not operate vehicles unless under the supervision (direct or line of sight depending on the licence type) of a staff member. **Refer to *Student Drivers Policy* for full detail.**

Weekend Duty

Students maybe rostered to weekend duty as part of their learning program. Weekend duty assists to develop work ethic and provides opportunities for students to take leadership roles in a small team.

Animal Ethics

All animals on the farm must be treated in an ethical manner. Staff and students treating animals in a cruel or irresponsible manner will be sanctioned by the College and/or external agencies.

Biosecurity

Students and staff are expected to abide by any bio-security requirements dictated by the College.

Student Assessment

Instructional staff monitor student progress through coursework and determining grades and performance consistent with standards set by external authorities. In the case of class courses, these standards are the Grade Related Descriptors. In the case of Trades and Farm training, these standards are contained within each training package.

A variety of methods are used to assess performance including annotated work samples, reflection sheets, diaries or portfolios, and student/teacher journals. The use and ongoing upkeep of competency assessment logbooks is essential in the Trades and Farm training areas.

Instructional staff may use a variety of methods for recording assessment information, including anecdotal records, audio and visual recordings, checklists, marking keys, portfolios, records of test results, observation notes and documented plans.

For students with disabilities or other identified learning needs it may be more appropriate to monitor their progress and achievements using alternate methods.

Comparability between the judgements of teachers is achieved through moderation and consensus activities with other schools and within the College, marked and graded standardised work samples and Grade Related Descriptors.

For Year 10 courses, the Department's reporting templates meet the requirements of all National Agreements for reporting to parents.

For Year 11 and 12 courses, assessment processes meet the requirements of School Curriculum and Standards Authority.

For all Vocational Education and Training programs, assessment processes meet the requirements of each particular Training Package and the Training Accreditation Council.

Class Assessment Policy Quick Guide 2023

<https://www.narroginag.wa.edu.au/wp-content/uploads/2023/11/Class-Assessment-Policy-Quick-Guide-2023.pdf>

Student Reporting

Parents/caregivers receive formal reports twice a year (end of Semester 1 and 2) that are readily understandable and give an accurate and objective assessment of the student's progress and achievement.

For Class based courses, reports may contain information on proposed or final grades, school marks, comments and assessment against attitudinal criteria.

Student achievement for each Class learning area is reported using the following descriptors.

A	Excellent	The student demonstrates achievement that has greatly exceeded the expected standard. Their achievement is well beyond what is expected at this year level.
B	Good	The student demonstrates achievement that exceeds the expected standard.
C	Satisfactory	The student demonstrates achievement at the expected standard.
D	Limited	The student demonstrates achievement below the expected standard.
E	Very Low	The student demonstrates achievement below the minimum acceptable for this year level.

For Trades and Farm training, reports will contain information on progress through Units of Competence and the qualification plus comments and assessment against attitudinal criteria.

Interim Reports and Parent/Carer/Staff Interviews

In addition to formal semester reports, the College provides an interim report in Term 1, which provides an assessment of progress and ratings against attitudinal criteria. Parents/caregivers have the opportunity twice each year for formal interviews with residential, teaching and training staff.

Ongoing communication throughout the year between teachers/trainers and parents/caregivers is critical to ensure parents/caregivers are kept informed of their child's progress. It also provides an opportunity for parents/caregivers to discuss with the College any developments or issues at home. Issues are better dealt with early and parent feedback is critical to enhanced outcomes.

Connect is an online system for staff, parents/caregivers and students to keep track of progress through learning programs. This is the online platform that student reports are distributed through.

Student Reporting – *cont'd*

Schools Curriculum and Standards Authority subjects

Assessment guidelines for Year 11 and 12 courses are set by the School Curriculum and Standards Authority. Adherence to these guidelines is mandatory. Consequences of non-compliance is failure to achieve WACE. Teachers monitor students' ongoing compliance to ensure that neither they nor the College fail in their duty to maximise every student's opportunity to graduate.

As per School Curriculum and Standards Authority guidelines, students at the start of the year will be given access to a course outline and assessment schedule for each subject that they are studying. Also included in this document are the assessment tasks set for the course. **It is the responsibility of the student to ensure that they have work submitted by the correct due date.**

Documentation from the School Curriculum and Standards Authority points out that students **'have to attempt all of the assessment programmes before a grade can be determined'**. In essence this means that students must submit every assessment task. The implication of this statement to students is that if they do not submit **ALL** work for assessment, then they may be given a **U** notation (for unfinished). This means that the subject will not be given a final grade and also it will not appear on their statement of results or contribute towards graduation.

Refer to 'Senior School Assessment Policy' for further information.

Studying courses via SIDE

From time-to-time, students elect to study courses via the School of Isolated and Distance Education (SIDE).

The advantage of studying through SIDE is access to ATAR courses that the College is unable to deliver due to lack of demand or staff expertise. Students will typically drop one ATAR course from their pathway to pick up a replacement SIDE course.

The main disadvantage of studying through SIDE is the lack of peer and staff support. SIDE courses typically have a single video conferenced lesson each week with their teacher and then ad hoc access via phone and email. There are occasional site visits from the SIDE teachers, perhaps once per semester. Students studying SIDE courses need to be self-motivated, organised and dedicated to their learning.

Costs: SIDE courses cost around \$1800 per enrolment which is paid by the College. The student pays any associated subject and resource fees. **Should the student change their mind and withdraw from the SIDE course the enrolment fee will be billed to the student.**

Conditions:

The College will sponsor SIDE enrolment on a case-by-case basis under the following conditions:

- There is a legitimate need for the student to study a course not offered within the College standard pathways and the student's outcomes would be demonstrably enhanced through the SIDE course.
- The student commits to meeting all requirements of the SIDE course and is capable of self-managed study.
- ATAR courses studied through SIDE are only available to students in the ATAR pathway.
- SIDE courses must be started in Year 11 and the expectation is that students are enrolled in the equivalent Year 12 course the following year.
- Applications for consideration for SIDE enrolment are made in the preceding year. Changes to course enrolment can only occur at Week 4 Term 1 or at the end of Semester 1, as per changes to all courses and pathways at the College.
- Should a student change their mind and withdraw from the SIDE course they will be liable for the course fee.

Student Reporting – *cont'd*

Studying courses via SIDE – *cont'd*

Process

1. Student and parent/caregiver complete application form and submit to HOD Class for consideration.
2. HOD consults with other staff on student's progress in all courses and particularly the course proposed to drop, plus student's capacity for self-managed study.
3. Assessment made of likelihood of success and legitimacy of dropping existing course for SIDE course. Approval made by Senior Staff.
4. If approved, DP adjusts class lists and communicates with all staff and SIDE on logistics.

Vocational Education and Training

WA College of Agriculture Narrogin is a Registered Training Organisation (RTO # 50506) and complies with the Standards for Registered Training Organisations 2015. The College offers nationally recognised qualifications which can be found on www.training.gov.au

Competency Based Training

Training is focused on assisting learners to develop and demonstrate the competencies that are required by industry. An essential element of training is the development of skills and underpinning knowledge required to demonstrate competence against required standards.

Competency Based Assessment

Assessment will involve a process of collecting evidence and making judgements as to whether a learner is able to demonstrate the competencies identified by industry as essential for satisfactory performance in the workplace. Assessment is undertaken as per Industry Training Council Guidelines for each industry.

Students at the start of the course will be given access to the training package Units of Competency for each certificate that they are enrolled in, timelines and how they will be assessed, and how to access the support they need to be successful learners.

- (a) Each Training Package is required to have a Training and Assessment Strategy which determines how training and assessment is to be conducted.
- (b) Assessment plans outlining timelines, assessment methods and required resources need to be compiled for all competencies.
- (c) Assessment tools which allow reliability, fairness and flexibility are to be used for all competency based assessments.
- (d) Feedback and results will be provided for all candidates at the time of assessment and also to the Deputy Principal/RTO Manager for reporting and data storage.
- (e) Assessment plans and tools must address access and equity issues. Students who have difficulty due to language or other needs will be given other methods of assessment as approved by the Curriculum Committee.
- (f) Students with prior experience will be given the opportunity to be assessed under the College's Recognition of Prior Learning (RPL) procedures. Staff are to bring this to the attention of students.
- (g) Competency based assessments will need to be concluded at the end of Term 3 to allow for certification.

Student Reporting – *cont'd*

Competency Based Certification

In general, certification is timed to coincide with Year 12 graduation where students are presented with a folio of qualifications and awards. In the event that a student leaves the College before the end of Year 12, any completed qualifications and statements of attainment will be provided on departure. On request, records of achievement will be provided if a student requires formal statements for a job application before the end of Year 12.

College Training Code of Practice

The College endeavours to implement and operate within policies and practices that maintain high professional standards in the delivery of education and training whilst safeguarding the educational interests and welfare of all students.

1. Delivery & Assessment of Education & Training Services

The College will ensure that appropriately qualified staff and adequate resources are available and utilised in the provision of education and training services.

2. Marketing of Education & Training Services

The College will market its education and training services with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

3. Student Recruitment

The College ensure that the recruitment of students is conducted at all times in an ethical and responsible manner and that selection decisions are fair and comply with equal opportunity legislation.

4. Student Information

The College will provide accurate and current information to students and their parents/caregivers on all relevant matters via its website. This will include course outcomes and assessment procedures, staff and facilities, fees, charges and refund entitlements, admission criteria and procedures, termination of tuition and student withdrawal arrangement, internal and external grievance procedures and student welfare and support services.

5. Financial Management

The College will ensure that all financial procedures comply with the Financial Management Act and that a fair and equitable policy is applied for the refund of student fees and charges.

6. Certification

The College will provide accurate and current information to students and prospective customers concerning course outcomes and Units of Competency to be achieved. Assessment procedures and the certification arrangements on completion and partial completion of the course will be conveyed to parents/caregivers.

Work Experience

Work Experience is an important opportunity for students to experience real workplaces and commercial settings and develop networks in industry. Work Experience learning through a holiday period cannot be covered through the College and parents/caregivers must make alternative arrangements for insurance cover.

Each year group will have a block of Work Experience as indicated on the term planners. Ms Armstrong and Mrs Ward co-ordinate Work Experience and students and parents/caregivers make initial contact with suitable employers. Working at home will generally not be encouraged Work Experience, as the College would prefer students to take the opportunity to experience a difference work place.

Student Leave and Signing In and Out

As a College rule, staff must be aware of the location of every student. The College accepts Duty of Care for students when they are known to be on College premises. Parents/caregivers are expected to assist with communicating student movements so that we can properly care for students.

Should a student be absent from instructional classes during the day, written evidence must be provided by the parent/caregiver to the Administration team in line with the Department of Education Attendance Policy.

If a student is leaving the premises during the day when instructional classes are operating, a leave pass must be collected from the Administration office prior to this leave. This will only be issued once written notice is provided by the parent/caregiver.

Day students must sign in and out each day through the REACH kiosk in the front administration during office hours.

All leave requests are booked through REACH and all parents/caregivers will receive login details and instructions for use.

Students are the responsibility of their parents/caregivers from when they are signed out of the College to when they are signed back in to the College.

On return to the College, students are required to sign back into a REACH kiosk (at the duty room after hours and front office during school hours).

Student injury and illness whilst on leave

It is the responsibility of parents/caregivers to inform staff of any injuries/illnesses that have occurred whilst a student is on leave that may impact on their child's performance or care at the College. Parents/caregivers must ensure they seek medical advice before returning their child to the College.

Department of Education Online Services

The College provides access to Department of Education online services. These enhance the contemporary learning opportunities available to students and the range of teaching tools available to staff to deliver the Western Australian Curriculum.

The Department's online services currently provide students with access to:

- individual email and calendar accounts;
- the internet, with all reasonable care taken by the Department of Education and the College to monitor and control students' access to websites and applications while at the College;
- online teaching and learning services such as Connect, web-conferencing and digital resources;
- online file storage and sharing services; and
- these online services at locations other than the College.

Please note that while every reasonable effort is made by schools and the Department to prevent student exposure to inappropriate online content when using Department provided online services, it is not possible to completely eliminate the risk of such exposure.

You should be aware that the Department has the right to review, audit, intercept, access and disclose messages created, received, or sent over Department online services. Logs of email transactions and internet access data are kept for administrative, legal and security purposes and may be monitored. Like other corporate records, emails and internet access records are discoverable in the event of legal action and are subject to provisions of the Freedom of Information Act 1992.

www.foi.wa.gov.au

You should also be aware that general internet browsing not conducted via the Department's network is not monitored or filtered by the Department. The Department encourages close family supervision of all internet use by children in locations other than the College, and strongly recommends the use of appropriate internet filtering software. Advice on managing internet use at home can found on the Office of the E-Safety Commissioner website (www.esafety.gov.au/iparent).

Third party online services have been engaged by the College to bolster the services provided by the Department of Education to deliver the Western Australian curriculum, effectively manage the teaching and learning process, and to assist the overall well-being of students. These services require us to share some personal information about your child and in most cases will require parents/caregivers to provide consent for each service before we do so. To facilitate the distribution of this information to you and the collation of consent, a Microsoft Form has been developed. The form will display the information about each of the services and a question at the end of the form will provide the opportunity to indicate "Consent" or "Do not consent" to third party services that the College are using. Any services where it is felt that consent is not given, a further question will be displayed to identify the services that we do not have your explicit consent. Based on the level of consent provided your child will not have access, or their details exposed by us to that specific service where consent is not provided.

Any service that is provided by the Department of Education is covered by the Online Services Acceptable Use Agreement. This agreement will also be communicated through the Microsoft Form.

In the final week of 2023, parents/caregivers will be sent an email through Compass containing a link to the Microsoft Form to fill in. This is required to be actioned prior to the commencement of the 2024 school year. Reminder emails will be sent through Compass leading up to the start of the school year. If you have more than one child attending the College, please complete a separate entry for each child.

Complaints & Appeals Process

The College endeavours to implement and operate within processes and management practices that maintain high professional standards in the delivery of education and training. The College acknowledges that at times, complaints and appeals will be made by parents, students and others, and our philosophy is that the resolution process of complaints and appeals is a positive opportunity to improve systems and processes.

Students need to be aware that complaints made by them regarding teaching/training and assessment, treatment or other aspects of college life will be undertaken with due regard for fairness by members of College staff and Executive. Some complaints will be dealt with along the Managing Student Behaviour process. The complaint may be dealt with by discussion, mediation or by sanctions where necessary.

Where a complaint is deemed to be of sufficient scale, students should ensure a staff member is aware that they feel aggrieved, whether it be surrounding course work, skills assessments including assessment decisions, or behavioural treatment.

All correspondence following a complaint or appeal will be placed in the Complaints register and the Student's College File.

The process in order to seek resolution:

1. The student should go directly to the staff member and calmly seek a verbal explanation as to why a judgment has been made from where the dispute arose. Opening the conversation with, "I have a question about...", or, "Could you explain... to me?" would be the most appropriate way to do this. Always attempt to seek the necessary clarification to resolve a dispute at the lowest level.
2. Where a verbal explanation is insufficient, a written request (this could be an email) should be forwarded to the teacher/trainer and a reply received which formalises the subsequent discussion process.
3. A meeting will then be held between the student, the teacher/trainer and a senior staff member and minutes kept. Formal notification takes place to all concerned. Mediation may also take place brokered by the senior staff member present.
4. In the unlikely event that the outcome to the dispute is still unsatisfactory, an appeal needs to be made to the next highest person on the "Chain of Command" within the College from Teacher/Trainer/Technical Officer/Residential Supervisor; to Head of Class/ Farm Manager or Assistant/ Head of Trades/Head of Student Services/Head of Residential College; to Corporate Services Manager/ Deputy Principal and Principal.

If the outcome to the dispute is still unsatisfactory, application then can be made to the next highest person on the "Chain of Command" outside of the College which will most likely be the Complaints Management Unit in Regional Office, the Training Accreditation Council, the School Curriculum and Standards Authority, Ombudsman etc.