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Batool International Pty Ltd
(CRICOS 03830D)

STAFF AND CONTRACTORS HANDBOOK 2023

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Welcome to BATOOL INTERNATIONAL Pty Ltd

As CEO, I would like to take this opportunity to welcome and encourage you to use this guide as a resource as you make your way through your initial induction as a staff member, and later to support employment or engagement requirements. This document supplements our policies, procedures and your employment terms or terms of engagement. For the purposes of this handbook, the term 'staff' will refer to all personnel engaged by BATOOL INTERNATIONAL, including contractors.

Michelle Bejcek
CEO

Introduction

BATOOL INTERNATIONAL is a private educational provider that offers ELICOS courses to overseas students. Courses at BATOOL INTERNATIONAL are paid for by the students, their materials and tuition are covered.

Our Mission Statement

The management of BATOOL INTERNATIONAL seeks to become a prominent provider of ELICOS and our aim is to provide for the development of each student's individual skills and abilities.

Your Engagement

You will be engaged on full/part time, casual, or contractual basis as agreed with you. To ensure compliance with taxation laws you must provide us with TFN or ABN (as required) otherwise we are required to deduct tax at the top marginal rate. If you are engaged on a contractual basis, you are required to provide a fortnightly invoice stating the hours you worked/taught and the agreed hourly rate. If you are engaged on casual/part/full time basis, you are required to provide a fortnightly timesheet stating the hours you worked/ taught and the agreed hourly rate.

We encourage all staff to participate in professional development to increase their skills and knowledge. We may be able to support the cost of some training. If there is a particular training need you are interested in pursuing, please inform your supervisor.

In accepting your engagement with BATOOL INTERNATIONAL you are agreeing to act according to the job description, appraisal and conditions included in or with the Employment / Contractor Agreement.

Attendance

Attendance and hours will be clarified with you. Award and/or agreement provisions will apply. Staff are not to work outside core hours or incur overtime or penalties without prior approval. If staff have emergency needs we encourage you to discuss with us and we will try and coordinate some flexible arrangements with you to support both your needs and the needs of the College.

Absence

It is expected that all college staff will meet their commitments and will be present as required by the Employment / Contractor Agreement. In the case of unexpected illness or an accident, running late, or not coming to work at all, you must inform your supervisor, or the senior college representative at the earliest opportunity.

You must provide an indication of the length of absence if possible, any outstanding issues needing attention, and it is expected that you be contactable by phone during your absence. Absences exceeding one day will generally require a medical certificate if illness related.

Inappropriate behavior related to absence includes:



- Absence without legitimate excuse and/or failure to follow notification procedures.
- Chronic or repeated absenteeism without sufficient medical evidence resulting in failure to perform assigned duties, or impairment of the operation of the work unit.
- Repeated tardiness without legitimate excuse and/or failure to follow notification procedures.

Conduct

Staff are expected to be professional, courteous and support our objective of high level customer support. By always being professional, unnecessary workplace grievances are avoided.

Inappropriate conduct includes:

- Discourtesy towards others (eg, failure to work harmoniously with fellow personnel or serve customers with courtesy)
- Hindering or limiting normal operations or interfering with another person's work
- Illegal conduct, conduct unbecoming to a BATOOL INTERNATIONAL employee /contractor, or conduct damaging to the College public relations
- Incompetency, neglect to duty, or unsatisfactory performance of assigned job duties
- Insubordination (ie, failure or refusal to comply with a supervisor's instructions, unless the instructions are illegal or endangering)
- Threatening or committing acts of intimidation or violence
- Refusal to obey the normal or emergency instructions of law enforcement officials or threatening or committing acts of intimidation or violence
- Refusal to obey the normal or emergency instructions of law enforcement officials or other proper authorities
- Smoking in unauthorised areas
- Sleeping on duty
- Unlawful or unauthorised use, carrying, or possession of weapons or illegal drugs
- Permitting or creating a personal obligation that would lead any person to expect official favours

Smoking, Alcohol and Drug Policy

It is an offence to smoke on premises, and alcohol is not to be consumed at the workplace. Staff wishing to smoke must exit the building. Smoking is only permitted during break times.

Alcohol or illegal drugs are not permitted at the college premises.

Breaks during shifts

Breaks will be allocated between staff to ensure the College has staff working on the floor at all key times. We will follow Award and agreement provisions. In some roles self-allocation of meal times will be possible – keep your supervisor informed in this case.

Pay provisions

Pay, as per Employment / Contractor agreement or contract, will be fortnightly. A pay week commences on a Monday and finishes on a Sunday. Each fortnight the timesheets will be processed and in paid into your nominated bank account. Pay is only paid into a bank account and is usually processed on Thursdays.

Mobile phones

Mobile phones are generally to be left on silent and only checked during breaks. Taking calls and responding to messages throughout a shift is not allowed except in emergencies. Some roles such as marketing may require mobile access to take calls and messages from clients.



Staff dress code

BATOOOL INTERNATIONAL emphasises that staff present themselves in a neat, professional manner consistent with making the most positive impression on clients and potential clients.

In the context of an international campus, there are distinctive features that need to be taken into account when developing guidelines for dress. They are:

- Some students may come from conservative cultures and will be more comfortable if they encounter staff whose dress is not confronting. This is especially the case with certain fashion trends, eg exposed midriffs.
- Staff will seem more credible when professionally dressed.

While there might be some flexibility around the margins, there can be no compromise, for staff on the requirement for a neat, professional appearance, which presents BATOOOL INTERNATIONAL in the most positive light.

Accordingly, the following principles will apply:

- Dress should be smart casual. Staff should use common sense and judgement in this regard.
- Sandals or thongs do not meet the standard of “business attire” and should not be worn. (WH&S considerations also apply.)
- T-shirts should not be worn.
- No exposed midriffs or extremely short skirts.
- Wear name or college tags if provided to you.

Workplace Harassment and Sex Based Harassment

Workplace and sex based harassment is not tolerated by the College. All staff are expected to communicate and treat each other in a way which is respectful to each other. Abusive behavior, rumours and actions of harassment are to be reported through supervisors. Action will be taken by management where incidents are identified or reported.

We are committed to ensuring all staff, students and clients are entitled to enjoy their work and learning environment free of workplace harassment. Workplace harassment includes:

- unsolicited approaches, comments or physical contact of a sexual nature
- victimisation
- bullying
- racial vilification.

Workplace harassment complaints are dealt with in a strictly confidential manner and are investigated promptly and thoroughly by the CEO or his delegate.

Disputes with colleagues

Should a dispute occur with a work colleague, the process for resolution is as follows:

- Refer the matter to your supervisor or higher if the dispute is with that person
- Issues are not to be discussed with others in the workplace
- The matter will be dealt with as a management responsibility with an aim to clarify and resolve.

This will ensure that any individual and private matters are respected and rumours, innuendo and gossip is not tolerated.



Equal Employment Opportunity (EEO)

BATOOL INTERNATIONAL supports equal opportunity in the selection of personnel and ensures that people are not discriminated against on the basis of sex, pregnancy, race, beliefs, marital status, physical or intellectual disability, homosexuality, transgender or age. This means that all employees and those seeking employment are entitled to equal consideration and respect in their dealings with BATOOL INTERNATIONAL and we are committed to meeting the provisions of all legislative requirements regarding EEO and anti-discrimination.

BATOOL INTERNATIONAL is committed to supporting full access to the organisation's employment opportunities by people from disadvantaged groups. This includes those disadvantaged socially, geographically, educationally, physically and intellectually, racially or by gender. At the same time BATOOL INTERNATIONAL also seeks to ensure the highest standards of service delivery through the employment of the most qualified staff best suited to available positions.

Access and Equity

Although several pieces of legislation govern and direct college policies and practices on Access and Equity, our motivation to achieve the best possible education outcomes for all who choose to learn at the college stems from a college wide commitment. The information following and the downloadable guidance notes, should help both staff and students to understand their rights and responsibilities pertaining to access and equity. The full policy is available on the website.

Disability

We are committed to supporting individuals with a physical or intellectual disability to enjoy full access to employment opportunities and training programs offered by the organisation. We encourage all to participate as fully and independently as possible. BATOOL INTERNATIONAL:

- Reflects positive attitudes and is inclusive of people with a disability
- Strives to develop positive, informed and non-discriminatory attitudes to the needs of clients with a disability amongst staff and clients
- Makes reasonable adjustment in the workplace, training venue, service delivery, operations and resources in order to cater for individuals with a disability
- Arranges support services and equipment in consultation with individuals with disability
- Ensures that individuals with a disability are consulted on all matters that affect them in relation to their disability
- Respects individuals' rights to privacy
- Works cooperatively with external agencies to achieve an optimal outcome for individuals with disabilities
- Encourages clients with a disability to discuss their needs upon enrolment
- Allows carers or interpreters to accompany clients with a disability free of charge
- Provides resources to assist clients with a disability to obtain maximum value from our training programs

Disability standards for education

The main purpose of the Disability Standards for Education 2005 is to clarify the obligations of education and training service providers, and the rights of people with disability, under the Disability Discrimination Act 1992 (the DDA). The Standards were developed in consultation with education, training and disability groups and the Human Rights and Equal Opportunity Commission.

The Standards are accompanied by Guidance Notes. These are intended to assist people in interpreting and complying with the Standards. The Notes are intended to enhance people's understanding of the scope and practical application of the Standards.



What do the Standards do?

The Standards are intended to give students with disabilities the same rights as other students. All students, including students with disabilities, should be treated with dignity and enjoy the benefits of education and training in a supportive environment which values and encourages participation by all students. The Standards aim to overcome discrimination based on stereotyped beliefs about the abilities and choices of students with disabilities.

The Standards give students and prospective students with disabilities the right to education and training opportunities on the same basis as students without disabilities. This includes the right to comparable access, services and facilities, and the right to participate in education and training without discrimination. Such rights are not merely formal. Education providers have a positive obligation to make changes to reasonably accommodate the needs of a student with a disability.

Performance Appraisal

Job descriptions, written appraisal, and mentoring processes will form the basis of performance appraisal. These will be reviewed together with requirements in contracts. Workplace assessments may be required. The appraisal and/or mentoring documents will provide the frequency of review.

Dismissal Procedures

Dismissal will take place in accordance with the NSW and Commonwealth Industrial Laws and Statutes. Verbal and written warnings will be recorded and, with the exception of extreme matters subject to instant dismissal, you will be provided with an opportunity to improve the performance area nominated with supportive mentoring.

Workplace Health and Safety (WHS)

BATOOL INTERNATIONAL places critical importance on WHS, and welfare, of all persons employed and connected to the organisation. The Institute is committed to ensuring the workplace is safe and expects all staff to actively identify risks and reduce hazards.

It is the mutual responsibility of all staff to actively promote and maintain a work environment free from harm and hazard.

BATOOL INTERNATIONAL will provide the necessary funding and resources to ensure that the workplace is safe and without risk of harm to any person working in or entering the workplace.

Health and Safety Responsibilities

Responsibilities of the College include:

The management of BATOOL INTERNATIONAL assumes responsibilities for the health, safety and welfare of staff and others in the workplace by:

- Setting up a system for finding, reporting and fixing all actual and potential hazards related to work processes and environment.
- Providing, purchasing, and maintaining plant and equipment that is free from hazards.
- Making sure all systems of work used are safe and meet or exceed minimum safety standards.
- Making sure time and resources are allocated to provide adequate information, training and supervision for all staff.
- Consulting with staff on issues involving health and safety.
- Reviewing and improving the WHS program.



Responsibilities of staff and Students include:

All persons in the workplace have responsibilities in relation to WHS. This includes:

- Following safe work practices and all WHS rules.
- Not misusing or interfering with anything provided in the interest of health and safety.
- Wearing and maintaining personal protective equipment supplied.
- Reporting all hazards and encouraging others to maintain a workplace free from harm.
- Actively participating in WHS training programs.
- Student Handbook also refers to WHS

First Aid

A regularly maintained first aid kit is kept in the Administration office with a first aid sticker marking the location. For emergencies beyond simple triage call **000** for ambulance or have the administration office coordinate transport to a public medical facility.

Emergency and First Aid Procedures

First Aid Procedure

- The first aid box, manual and [Accident Record Book](#) is kept in the administration office
- Provide first aid assistance as required
- Provide a quiet and private place for individual to rest if required
- Refer individual to medical services if necessary or call 000 in an emergency
- Record details of first aid treatment in [Accident Record Book](#)

Accident and Injury and investigation

Verbally and immediately report all accidents to the Academic Manager or Senior Supervisor. You will also need to obtain an Accident Report Form, which must be completed as soon as practicable after the accident occurs. Remember to take witnesses contact details and if possible statements about the accident.

The senior person on duty will make sure the accident scene, near miss or injury remains untouched until investigation is carried out and:

- Obtain statements from all witnesses to the accident, near miss or injury
- Obtain statement from injured individual as soon as possible
- Reconstruct sequence of events that lead to accident, near miss or injury
- Evaluate accident, near miss or injury and identify causes where possible
- Write up report of accident, near miss or injury in the Accident Record Book
- Set out report under following headings:
 - Date, time and place
 - Description of incident (i.e. accident, near miss or injury)
 - Sequence of events that lead to incident
 - Witness statements
 - Evaluation of incident

BATOO INTERNATIONAL management will develop and implement strategies to minimise any risk of similar incidents occurring.

Fire exits and fire extinguishers

A plan showing the fire exits and the location of the fire extinguishers is located in every room.



Emergency Evacuation

An emergency evacuation from BATOOL INTERNATIONAL may be required for a number of reasons. In case of fire, a fire threat, a bomb threat or a terrorist threat, action is required. When the building is to be evacuated, an evacuation siren will sound (as a continuous **whoop-whoop-whoop**). An alert siren may sound first (as a **beep, beep, beep**).

DO NOT use lifts in case of emergency.

Emergency Evacuation Procedure

In a case of emergency Teachers are required to gather their students, do a headcount against the class role and leave the premises in an orderly manner using the fire stairs under the directions of the Warden.

When directed to do so - gather in an orderly manner in the lobby area and wait for instructions from **Emergency Evacuation Staff**. The Emergency Evacuation Staff will be wearing one of the following hats: **Red Hat: Warden, Yellow hat: Floor Warden.**

Once you are outside the building proceed to the meeting areas. At all times listen and obey the instructions given to you by the Emergency Evacuation Staff. There will be evacuation practices throughout the year.

Emergency Evacuation Considerations

- Make sure emergency exits are kept clear at all times
- Use appropriate fire fighting equipment if situation can be contained immediately
- Evacuate building and request students to congregate in designated place away from danger
- Contact fire department or applicable emergency services - 000
- Use attendance register to make sure everyone from the building is present
- Record details of the event in [Accident Record Book](#) as soon as practicable
(*Read carefully Emergency evacuation Policy and Procedure*)

Housekeeping

Housekeeping is defined as a “place for everything and everything in its place”. Poor housekeeping has been recognised as one of the more prevalent causes of industrial accidents. Some general points to consider are:

- Store and stack materials away from walkways, doors and fire extinguishers and hoses
- Keep work areas tidy and be sure that floors are free of tripping and slipping hazards
- Coil up hoses and cables - do not leave any materials on stairways or walkways
- Tools and equipment must not be left in positions where they can create a hazard
- Waste bins and storage areas must be used correctly

Code of Ethics

BATOOL INTERNATIONAL staff will at all times act with integrity in the way it deals with students, staff, customers, authorities and members of the public.

Quality Customer Service

Quality customer service is most important to us at BATOOL INTERNATIONAL. All staff need to ensure that we leave all customers, internal and external with an understanding that we are focused on this aspect of our business.

Our commitment to our college users is to:

- provide a service which is friendly, helpful and responsive to their needs
- provide the fullest possible service at all times, within the constraints of available resources
- create a pleasant and welcoming environment in which you can achieve their educational goals



- make available materials and information resources appropriate to your needs
- train and develop our staff so that they continue to provide a quality service
- use the information gathered from complaints and suggestions, and user surveys to help us improve services.

You can help us accomplish this by:

- taking good care of college materials, property and equipment
- returning the materials you borrow on time
- refraining from eating, drinking, smoking and using personal stereos and mobile phones in the college
- treating staff and fellow users with respect and courtesy
- looking after your personal property, keeping valuable items with you at all times
- giving quality feedback and making suggestions.

General Guidelines for Staff

Cleanliness

Security and cleanliness is important for us and you are required to leave the premises clean and tidy. Should you notice rubbish or any damage to material, please inform the Academic Manager or the CEO immediately.

Photocopying

Teachers are generally responsible for their own photocopying. Both staff and Teachers must follow the Copyright Control Policy and Procedure and will be required to sign the Staff Copyright Awareness Form.

Course resources

Resources and materials for all qualifications are located online and in the administration office. Teachers will be provided with a copy of Course curricula, Assessment Tools and any other additional materials relevant to the courses taught. Please contact the Academic Manager if you require additional teaching aids other than those provided.

Student satisfaction

We have a policy of surveying our students every term to ensure their satisfaction with the courses we offer and the staff of the college. Our Administrative staff will organise surveys to students at the end of each term. You will be informed about the outcome as soon as practicable.

Care of the venue and equipment

All college staff are required to:

- Take care of all equipment of the college
- Clean up or remove if they see any rubbish/stuff lying around
- Return furniture to its original positions
- Ensure that air conditioning, lights, machinery, taps or any other appliances on the premises are turned off before leaving the workplace, classroom or the premises
- Where electronic security systems are in place sign in and out
- Ensure that the room is secure before departure
- Please return any resources borrowed before leaving premises. All resources borrowed by the Teachers must be registered in the Educational resources form.
- All resources borrowed must be returned at the end of your shift unless approved by CEO.



Privacy

BATOOL INTERNATIONAL considers the privacy of its clients to be of the utmost importance. All personal information received from clients will only be used for the purposes for which it has been provided. All personal information collected from staff in paper or electronic forms will be used only for the purpose for which it has been provided, and will not be disclosed without the consent of the staff member or relevant person, except where authorised or required by law.

Personal information may include name, title, position, contact details, date of birth, educational background, sex, height, weight, health issues, and language and (perhaps) a photograph. The personal information held is to be accurate, complete and up-to-date.

BATOOL INTERNATIONAL takes all reasonable steps to protect staff and students' personal information from misuse, loss, unauthorised access, modification or disclosure. The information collected is locked in a filing cabinet held at head office, held in a database protected by passwords, maintained by the senior administrative officer and checked regularly for accuracy.

Any individual has the right to access their personal Information by BATOOL INTERNATIONAL on request. Do not release any personal information to other parties without ensuring with supervisors that the information can be released. The full policy is available on the staff intranet.

Record keeping

The college adheres to the Privacy Principles as outlined at www.privacy.gov.au. Keeping information secure is of serious concern for the college. The college respects the privacy of both its students and its staff. The college ensures that the personal details of its students and staff are not released to non authorised persons or organisations, and ensures that these details be kept secure in appropriate filing systems and record repositories before the ultimate destruction of the records.

Collection and supply of statistics

The Australian Commonwealth Government requests from the college certain encoded student information about students for statistical research purposes. No personal details identifying individuals is requested or will be provided.

College Marketing

The college will from time-to-time, send mail and/or email to students and past students for the purpose of marketing. Students may at any time request that all such marketing cease. All requests will be promptly complied with. The college will from time-to-time contact students by other means such as post and telephone for college related marketing activities. Students who request so will be removed from any marketing lists.

Secondary Marketing

The college does not allow for the use student information for any secondary marketing not related to the college.

General Support Information

Manual Handling

Manual Handling is any activity involving the use of muscular force (or effort) to lift, move, push, carry, hold or restrain an object. It is your responsibility to ensure you apply the correct lifting techniques when using manual handling or mechanical aids to lift, move, push, pull, carry, hold or restrain any objects.



Guidelines for manual handling objects

Where possible use mechanical aids provided to assist when lifting or transporting objects manually. A trolley is available for moving goods. The following points are a guide only to assist you when manual handling objects.

1. Size up the load – if it's too heavy get help
2. Position your feet with proper balance and control
3. If the load is low, bend your knees and keep your back straight
4. Grasp the load firmly with both hands
5. When lifting the load, straighten your legs, keeping your back straight, don't twist or bend
6. Keep the load close to your body
7. When transporting the load, move your legs, do not twist your upper body
8. Lower the load by keeping your back straight and bending your knees
9. Where possible wear non-slip gloves and safety boots to protect your hands and feet

An injury from manual handling can leave you coping with the pain for the rest of your life

Electrical Equipment

Electricity cannot be seen, yet it can burn and kill. **DO NOT** take any chances with electricity. Follow the advice below.

1. Regard all electrical wires as dangerous. Do not permit any object, which you are
2. handling to come in contact with electrical lines.
3. Before using an electrical extension cord or tool, check for the correct inspection tag, bad insulation, broken or cracked fittings and loose pins.
4. Electrical leads are to be placed where they do not become a tripping hazard, lay in water or are likely to be cut or chafed.
5. Do not stand in water while using electrical equipment without correct insulation and personal protective equipment.

Ergonomics

Ergonomics is largely about fitting the tasks we perform to the physical attributes we have. Posture, lighting, furniture, organisation and other conditions affect the way staff and students feel, and how well they study. By adjusting the environment and personal practices, students may be able to minimise fatigue and discomfort, and reduce the likelihood of injury. For example, an ergonomic workstation layout promotes work efficiency and an uncluttered desk with frequently used items within easy reach enhances efficiency.

Whenever a person uses a computer, choices are made which can affect comfort and, potentially, the user's safety. This is true whether people use a full-size keyboard and monitor on a desk, a notebook computer, or a wireless keyboard on the lap. In every case, choose the working posture and their position relative to the keyboard, pointing device, monitor, remote control, phone, and any reference books and papers. Consider some control over lighting and other factors.

Practice good posture

As you sit at your computer, don't work with your neck or body twisted in unnatural positions or slouch or hunch your shoulders. Proper posture will not only lower your risk of a Cumulative Trauma Disorder (CTD), it will also help you feel more energised while you work.

Configure your computer

When you set up your computer, you should make your workspace fit your body, not the other way around. Here are some guidelines for optimum comfort and safety:



1. Adjust the height of your chair so that your knees are slightly lower than your hips.
2. Rest your feet firmly on the ground. Use a footrest if you need one.
3. Position the top of the monitor at about the same height as your eyes and about 18 to 24 inches from your face.
4. Keep your elbow angle at 90 degrees as you work with the keyboard, with your arms held close to your sides.
5. Keep your wrists flat when you are typing.
6. Keep the mouse and keyboard as close together as possible to eliminate unnecessary reaching.
7. Support your lower back.

Protect your eyes

People who spend long hours in front of their PCs frequently complain about eyestrain. Use these tips to prevent damage to your eyes:

Make sure the room is adequately lit, and turn down your monitor brightness to the lowest level that is still readable.

Reduce glare on the screen by moving the room lighting, adjusting the monitor's position, or using a non-reflective glare screen, especially next to a window. Trying to view the monitor in natural light can strain your eyes.

Look away from the screen periodically, and blink your eyes often to keep them lubricated. Use moisturizing or lubricating eye drops to ease eyes already suffering from strain. A gentle massage starting from the bridge of your nose outward along your eyebrows and underneath your eyes can also alleviate discomfort.

Take a break

If you work at your computer for long stretches of time, get up and move around for a few minutes every hour. Simple activity improves your blood circulation, eases back and neck tension, and gives a rest to your overworked eyes.

Following this advice should help prevent the risk of any Cumulative Trauma Disorder. If you begin to suffer any symptoms (pain and discomfort, a numbing or tingling sensation, a limited range of motion, or weakness), contact a doctor immediately. The earlier you seek treatment, the more effective a cure will be

The computer safety information was based on guidelines and recommendations provided by Hewlett Packard.

This concludes the administration staff guide. The following relates to Teachers.

Ensure that you sign a copy of the form on the following page confirming that you have read the above Staff Guide. There is also a form at the end for administration and Teachers to confirm that you fully understand and will abide by the above.



Additional Teacher Guide Information

Our Organisation

BATOOOL INTERNATIONAL is a private training organisation registered by ASQA. We are committed to the delivery of quality training to our students. This is achieved by offering innovative and creative training programs that are flexible to suit the needs of students and industry.

Our services are tailored to suit the needs of our students, along with the requirements of the accredited training program in which students are enrolled. As such, all staff members of BATOOOL INTERNATIONAL have certain legal and ethical responsibilities, which are outlined in this handbook.

You will also be required to participate in an induction program for Teachers and assessors. The full details of the induction program are available on the staff intranet.

Induction

This handbook will refer to a number of documents and where they can be sourced rather than full inclusion in this handbook. At your orientation there are numerous annexure documents that can be provided to you as hardcopy, or you can keep with our green and sustainability or resources approach and use our online system at any time to clarify all policies. The policies in full are always available on the intranet. Further, the administration office can always provide you with all relevant documentation.

Complaints and appeals

BATOOOL INTERNATIONAL deals with all complaints and appeals promptly and systematically. Staff and clients are informed of the Complaints and Appeals Procedure through:

- Client orientation sessions
- Staff induction sessions
- BATOOOL INTERNATIONAL website and intranet
- BATOOOL INTERNATIONAL handbooks and professional development sessions

Complaints Procedure Staff

Staff at BATOOOL INTERNATIONAL can complain if they perceive they are not being treated appropriately, they are being discriminated against or they are being harassed. Staff should first discuss the matter with the Academic Manager. If the matter is not resolved at this level, staff should take the matter to the CEO.

WHS in delivery and assessment

The delivery and assessment of all accredited programs must incorporate the relevant WH&S legislation and requirements as they apply to work practices.

Access and equity

BATOOOL INTERNATIONAL supports equal opportunity in the selection of employees, contractors and clients and ensures that people are not discriminated against on the basis of sex, pregnancy, race, beliefs, marital status, physical or intellectual disability, homosexuality, transgender, or age. This means that all employees, contractors and clients are entitled to equal consideration and respect in their dealings with BATOOOL INTERNATIONAL.



Professional development

BATOOL INTERNATIONAL encourages excellence of service provision by all staff members. We support and actively encourage the on-going development of each staff member. For teaching staff this includes:

- Implement supervision and evaluation strategies for VET Teachers
- Professional development events
- Ensure VET Teachers maintain and update skills/knowledge required for VET services they deliver
- Ensure VET Teachers integrate and update key competencies in delivery of vocational training
- Ensure VET Teachers update and maintain the national requirements for training delivery standards

Assessment

BATOOL INTERNATIONAL ensures that the assessments it conducts, either through a training and assessment program or assessment only process, meet the National Assessment Principles.

Purpose of assessment

The General English course is a non-award course. Nevertheless, assessment throughout the course is important for these reasons:

- to allow teachers and academic management to keep track of individual student progress and class progress in relation to the course outcomes;
- to help learners see their progress, areas of strength, and areas where they should focus attention;
- to identify learners who aren't progressing—in which case the matter should be brought to the attention of the Academic Manager; and
- to provide data that may be used for continuous curriculum improvement and teacher professional development, such as showing areas in which the course produces good results and areas that perhaps need a greater focus.

All assessment within the GE course should have a formative element; where detailed individual feedback is feasible (such as with written homework), this feedback should aim to provide specific, practical suggestions for improvement as well as showing areas of current strength. It is not sufficient for teachers to simply write an overall grade and/or a vague general comment such as 'good work'.

Assessment tasks will generally also have a summative element in that the results will be recorded and may contribute to decisions about course progress and grades to be awarded at the point of exit from the course.

General English assessment tasks and strategies

The following methods, procedures and sources of instruments will be used for assessment.

1. **Weekly tests:** The coursebook for each level has a series of tests associated with it, which generally cover grammar and vocabulary from the unit as well as reading and listening skills. The syllabus document for each level explains how teachers can access these summative tests, as well as the outcomes that they relate to. These should be set as often as they are available, usually weekly. The period on Monday mornings before new students arrive is a good time to do this, preceded by some review. As designed, these tests focus heavily on the content covered in the coursebook since the previous test, and as such can give an indication of how well each student is picking up the new language points and skills dealt with within that period, as well as for diagnosing any areas of weakness that need reinforcement. It should be noted that these have



not been standardised, meaning that the marks on one test have no relationship to marks on another test in the same set. Further, they are usually not proficiency tests – they look only at the language taught and say little if anything about overall language ability.

- 2. Writing portfolio.** This will usually consist of writing activities connected with the theme of the week. They may be on-line if students have internet access; for example, a task might be to write an email or a post on a social networking site. If setting on-line tasks, teachers should be careful to make sure that no-one in the class is disadvantaged because of a lack of internet access at home and/or inability to stay behind to work in the college. Each piece of writing will be returned to the student with constructive comments designed to assist the students' learning. Grammar and vocabulary mistakes can also be corrected, or coded by type to help students in self-correction. These formative assessments will take place throughout the course.
- 3. Regular in-class assessments.** These allow for speaking skills to be assessed, and many also address the listening and reading outcomes. Teachers will assess each student's in-class performance at least once every two weeks and more frequently if, for example, students are being monitored for possible promotion to the next level. The intention is that this should fit in smoothly with normal class work and provide practice opportunities just as ordinary teaching does; while students are performing the task, the teacher formally analyses and records their performance (rather than doing this informally as they would in any other practice activity). In this way, issues such as assessment anxiety that may affect performance can be minimised. Teachers should select a suitable activity from the coursebooks or supplementary material; this would usually be based around a conversation topic or short talk, and not be an activity where new language is practiced for the first time. Such activities commonly appear at the end of coursebook units, and will be highlighted in the syllabus. Teachers will mark the results in a grid of the relevant learning outcomes (a 'rubric' in the north American sense). To assist with reliability of these assessments, for moderation purposes, it is recommended that the Academic Manager or another suitably experienced teacher participates from time to time and discusses individual assessment decisions with the teacher.

Most international coursebooks provide tests that can be adapted to match other courses. Instructions for students will need to be provided, and some tests will need adapting to ensure a spread of learning outcomes are addressed. The Academic Manager will be responsible for ensuring that this is done.

Validation and moderation

The Validation and Moderation Policy is a separate document – please refer to Assessment Validation and Moderation Policy and Procedure.

Monitoring student progress

Teachers will ensure that results are recorded for each assessment task on each student's Progress Record Sheet. Timely feedback will be given on assessment tasks, class and homework tasks throughout the study period.

Progress Record Sheets are designed to provide an at-a-glance overview of the student's needs, starting point and progress throughout the course. They are kept in the class file (a folder, one for each class). When a student changes class, the teacher of the class into which the student moves is responsible for transferring the record sheet for that student. It is the responsibility of the teacher(s) marking each assessment to keep the record sheet updated.

Attendance (or rather, lack of it) is considered likely to have a significant effect on academic progress. Without time spent undertaking learning activities, progress in English language proficiency is unlikely.



If it appears that a student is not making reasonable progress, the teacher should discuss the matter with the student and offer advice. If no improvement is evident, then the teacher will report the student to the Academic Manager, who will then discuss the next move with the class teachers; for example, extra support that can be provided to the student, or counselling about the possibility of having to stay in the same level for more than the normal duration and how to avoid this situation.

Attendance and Academic Progress Monitoring

We are required by the National Code of Practice 2018 Standard 8 to monitor and record students' attendance throughout their chosen course. All international students are required to attend 20 contact hours per week to meet their student visa requirements and to gain maximum benefit from the course delivery. Students are required to attend all scheduled face-to-face training sessions each week. The minimum attendance requirement by the National Code is 80% for each term.

A Teacher will conduct a "sign-on" of attendance on commencement and at the end of each session. There will be an attendance system where the Teacher marks the actual attendance on paper and in the student management system. Distance learning is marked each week by Teachers in Moodle and the same data is transferred to student management system. Students with late arrival or early departure will be marked off on the attendance sheet. Students' attendance is reported over a period of each term and monitored each half term.

Students are required to inform BATOOL INTERNATIONAL in writing (if applicable) if they are unable to attend classes for reasons such as illness, serious family problems, etc. A medical certificate from a registered general practitioner will be required if you are sick and it will be recorded on the attendance record.

The student attendance policy can be downloaded from our webpages or can be obtained from our administration.

Complaints and Appeals

We welcome student feedback and suggestions on our services. Their feedback and suggestions will assist us in providing better quality services as part of our continuous improvement. We endeavour to respond to student suggestions and/or complaints promptly at all times. Appeals made will be dealt with professionally and within the policy guidelines.

We keep written records of students' complaints and appeals. We can provide students with a written statement of the complaint and/or appeal outcome. Any student has a right to take further action under Australian Consumer Protection Law if not satisfied with the internal complaint and appeal process.

Student Discipline and Misconduct Policy and Procedure

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals BATOOL INTERNATIONAL's property or the property of others; alters/defaces BATOOL INTERNATIONAL's documents or records; prejudices the good name of BATOOL INTERNATIONAL, or otherwise acts in an improper manner.



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Batool International Pty Ltd
(CRICOS 03830D)

Notification and appeal

The Academic Manager will impose temporary exclusion or notice of cancellation to a student for a gross misconduct or breach of the College Regulations. BATOOL INTERNATIONAL will report all criminal acts committed by students to the relevant authorities.

Students in a breach of the College’s Regulations will be notified in writing of penalties as a consequence of general misconduct. Students have the right to appeal a decision by BATOOL INTERNATIONAL to defer, suspend or cancel their studies. A notified student has 20 working days to access the college’s complaint and appeal policy as per Standards of the National Code 2018. The BATOOL INTERNATIONAL has an obligation to maintain the students’ enrolment while the complaints and appeals process is ongoing. The student discipline and misconduct policy can be viewed at the administration office or at the web pages.

Transfer Between Registered Providers

Overseas students are restricted from transferring from their principal course of study for a period of six months. BATOOL INTERNATIONAL has a policy and procedure for transferring between registered providers as also required by the National Code of Practice (Standard 7). This is available to you online or through administration.

BATOOL INTERNATIONAL will only provide a letter of release to students in the first six months of their principal course in circumstances covered by our policy which is available on our website. The following flowchart also outlines this process.

Conclusion

To conclude, this handbook is available also online or available from administration. In keeping with our green and sustainability approach we have deliberately provided reference to policies and procedures being available online at our website or through administration. These policies and procedures will provide you with greater detail for each area and should be used in conjunction with the manual.

This concludes the administration and Teacher staff guide. Ensure that you sign a copy of the form on the following pages confirming that you have read the above Staff Guide. There is a form copy that applies to administration and Teachers to confirm that you fully understand and will abide by the above.

ADMINISTRATION STAFF / TEACHING STAFF

I,

Name:

Position:.....Location:

have read the above Staff Guide Administration and fully understand and will abide by the above.

SIGNED:

DATE:

Please submit the above form to your supervisor.



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TEACHING STAFF

I, Name:

Position:..... Location:

have read the above Staff Guide and Teachers Components, and fully understand and will abide by the above.

I declare that I have not been involved in the management of an RTO/ELICOS/CRICOS provider that has had its registration cancelled or suspended.

Copyright Declaration

BATOOL INTERNATIONAL does not authorise you to make infringing reproductions of copyright material on any College equipment. It is your responsibility to make sure that any copies you make do not infringe copyright.

BATOOL INTERNATIONAL is NOT classified as an “educational institution” for the purposes of the Copyright Act. The College and the College’s employees may NOT make multiple copies of copyright material for students, or make copyright material available electronically unless written permission is granted by the publisher.

I declare that I have read and understood the copyright restrictions and obligations outlined above. I am aware that it is my responsibility to ensure that I do not infringe copyright, and that BATOOL INTERNATIONAL does not authorise me to make infringing photocopies or reproductions of copyright material.

SIGNED:

DATE:

Please submit the above form to your supervisor.