

BEHAVIOURAL EXPECTATIONS POLICY

At IELI, we understand cultural differences and will treat all our students with respect. We want all our students to study in a safe, welcoming and comfortable environment.

To create a positive learning environment for everyone, we expect students at IELI to behave respectfully towards staff and to other students at all times. This means:

- you must speak respectfully to other students and to IELI staff;
- you must speak only English during class;
- you must cooperate with other students on group projects and in class work when asked to do so;
- you must not prevent other students from learning by disturbing classes or by not cooperating with the teacher during class time;
- you must follow the laws of Australia.
- you must only use approved school platforms to communicate with teachers and school staff members;
- you must keep passwords to school learning platforms private and not share access with anyone;
- you must not record or take photos of any online communication, video, lesson or recording, including screenshots unless permission has been granted by IELI.
- online students must participate fully in classes by ensuring that their sound, microphone and camera are on throughout the class;
- online students must be in an appropriate location that facilitates learning with no background noise or visual distractions for themselves or classmates;
- online students must be properly clothed in appropriate attire;

IELI understands that it is not always easy to understand the rules of a new culture. Therefore, teachers and staff will explain these expectations in more details as necessary. Please ask questions if you do not understand specific rules or guidelines.

If you are not meeting the expectations of IELI, a meeting will be arranged with the IELI Director or another designated staff member. This meeting will explain which behaviours are not acceptable, and the Director or other staff member will work with you to suggest ways to change the behaviour. You will also receive this advice in writing and be asked to sign to show that you understand.

If you are unable or unwilling to meet IELI's behavioural expectations, your course may be cancelled by IELI. In this case, the refund policy for withdrawals will apply.

Legislation

This policy meets the requirements of the Commonwealth *Education Services for Overseas Students Act 2000* and the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018* (the National Code).

Appeals

If you are notified that your course will be cancelled, you will have 20 days to make an internal appeal to the IELI Director. You should submit your appeal in writing to ben.rowley@flinders.edu.au. If you are not satisfied with the outcome of an internal appeal, then you have the right to make an external appeal within 20 days. You can make external appeals to:

Address: Overseas Students Ombudsman, GPO Box 442, Canberra ACT 2601.

Phone: 1300 362 072.

Website: <http://www.ombudsman.gov.au/making-a-complaint>

During any appeals process, you should continue attending classes.