Welcome to Hunter Design School and our creative community.

Like many other creative people, I believe this will be the beginning of a journey that will inspire and lead you on a diverse and surprising path of artistic power and exploration.

I look forward to walking the journey with you. Have a great year!

Donna Burrell

Students enrolling in a course offered by Hunter Design School Pty Ltd are required to attend the HDS Induction and read the contents of this Student Handbook.

Once students have read the Student Handbook, they are required to sign and date the Enrolment Agreement returning it to HDS with your application.

NOTE: Hunter Design School Pty Ltd will be referred to as HDS throughout this document.
01 ACCESS AND EQUITY POLICY

Hunter Design School recognises that particular groups of people in society have experienced and continue to experience institutional disadvantage and unequal educational outcomes.

Hunter Design School’s unreserved commitment to the principle of access and equity in vocational education and training gives practical expression to improving the knowledge and skills, and the quality of life for all Australians, having regard to the particular needs of target groups.

a) Hunter Design School training and assessment services are delivered in a non-discriminatory, open and respectful manner.

b) Hunter Design School staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of the clients with special needs.

c) Client selection for training and employment opportunities is conducted in a manner that includes and reflects the diverse client population.

d) Hunter Design School actively encourages the participation of clients from groups traditionally disadvantaged.

e) Hunter Design School is accountable for its performance in adhering to the principles in this policy, and welcomes feedback as part of its quality system.

f) Student records will only be issued as outlines in the Management of Student Records.

EQUITY: Essentially equity means fairness. At Hunter Design School it means that people are provided with an opportunity to access, participate in and successfully achieve outcomes. Hunter Design School also has an understanding that:

- It is common for people to identify with more than one equity group.
- There are differences within and between equity groups.
- Each equity group does not experience the same type of disadvantage; and
- There remain many common barriers for equity groups.

ACCESS: Hunter Design School recognises that there are many factors that influence the ability of people to access, participate in and succeed in a vocational education and training environment including:

- Prior educational experiences.
- Language.
- Goals and expectations.
- Work and social experiences.
- Values and beliefs.
- Income.
- Geographic location.
- Cultural identity.
- Learning styles.
- Motivation.
- Gender.
- Religion.
- Family.
- Age.

This policy will be used to:

- Inform students and the wider community of Hunter Design School’s commitment to equity and diversity.
- Guide the development of equity implementation plans and strategies; and
- Facilitate the design of products and services that are attractive to clients.

If staff members, partnering organisations or trainees become aware of any policy that they regard to be indirectly discriminatory, or if they become aware of instances of direct discrimination, they are requested to draw it to the attention of the Managing Director immediately.

02 RISK MANAGEMENT POLICY

The implementation of the Risk Management Policy is to ensure the schools compliance with Australian Quality Training Framework (AQTF) standards for Registered Training Organisations. It further ensures the safety of students and staff members of the school, with implementation of such policies.

Hunter Design School defines Risk Management as the process for the application of management policies, procedures, practices to the task of establishing, identifying, analysing, assessing, evaluating, treating, monitoring and communicating risk which will direct the organisation towards an effective management of potential risks.

STAFF AND ACCESS, EQUITY, CLIENT SERVICE

Hunter Design School staff is to be provided with all information relevant to access, equity and client service.

Hunter Design School ensures that staff adheres to this policy and the code of practice by/through:

- Staff induction processes.
- Performance appraisals.
- Feedback from staff and clients.

DISSEMINATION OF INFORMATION TO CLIENTS

Hunter Design School disseminates clear information to each client, prior to enrolment, about each of the following:

- Client selection, enrolment and induction/orientation procedures.
- Course information, including content and vocational outcomes.
- Fees and charges, including refund policy and exemptions (where applicable).
- Flexible learning and assessment.
- Appeals and complaints procedures.
- Staff responsibilities for access and equity as provided for in Hunter Design School’s Code Of Practice.
- Recognition of prior learning (RPL) arrangements and credit transfer.

Students will be directed to the HDS website to download a copy of the Student Handbook and Course Information Sheet, prior to enrolment.

This information is re-discussed with the client during their induction; from which they are required to sign the Induction Confirmation Form as verification that they have been given appropriate information regarding the above mentioned topics.
STAFF AND EDUCATORS

HDS employs teaching staff that have more than substantial industry experience. In order to provide students the very best training it is vital that all teaching staff have current and ongoing industry knowledge and experience. This is an essential aspect to the education and learning of students at HDS, to provide students with relevant and up-to-date knowledge of the current industry.

HDS’ teaching staff either hold or are in the process of acquiring a Certificate IV in Training and Assessing TAE40110.

It is expected that full-time teaching staff include the knowledge of special guest lectures where possible. These special guests are to be within the design industry. Where it is possible students are given briefs on real assignments and produce projects based on research gained from exposure to the industry. Guest lecturers will vary depending upon availability and lesson structures of educators.

Educators and teaching staff ensure by way of regular feedback and assessment results that students work to their maximum potential, so that they will acquire all necessary knowledge and competencies that will lead them to successful employment in their chosen industry.

It is the right of the student to ask for assistance, or request regular feedback from their educator. The educator must follow Staff and Teaching Policies to ensure that the student’s needs and requirements are met at all times during the duration of their course.

It is the educator or teaching staff members’ requirement to give personal instruction should a student fall behind in any lesson or course. Teaching staff must also make aware to any student who is in jeopardy of failing their course what the student’s situation is and how they can move forward.

However, there is a limit to what assistance teaching staff can provide. If the educator has followed the school’s Staff and Teaching Policies and the Director sees fit, a student can and will be failed or expelled from the school. This of course is a last result after intense discussion amongst student, educator and Director of HDS.

Most units of study throughout the courses are practical with theory content. Students are required to demonstrate a competent level of skill, knowledge and attitude by the completion of their selected course.

ACHIEVEMENTS

All students are encouraged to reach a high level of expertise and competency by the completion of their course. This can only be achieved when the student makes personal commitments to:

- Respect others and work cooperatively with staff and students.
- Make the most of opportunities that lie before them and use their time at the HDS and the teaching staff’s valuable knowledge and experience to expand their own knowledge and skill base.
- Achieve a high level of productivity both during class hours and at home to constantly ensure a high-quality and quantity of work is produced and time optimised.
- Remain focused on their course and resist diversion which could jeopardise success in their course.

03 EDUCATIONAL STANDARDS

04 STUDENT ASSESSMENT POLICY

Throughout the course, students are assessed regularly where appropriate and given verbal or written feedback and appraisal of their work. A student’s competency level for each assignment is recorded and a summary can be provided to the student upon request. For each assignment or assessment given students are provided with a ‘Design Brief’ which encompasses all information required such as, assessment conditions, criteria, potential methods of completion, outcomes assessed are all outlined.

Students are expected to complete and submit all assignments and assessments in the course for assessment. If a student has been assessed as competent in all units of competency required for their qualification, HDS will award that student with a certificate for their qualification. If a student partially completes a qualification, that student will be awarded a Statement of Attainment.

RE-SUBMIT WORK POLICY

Students whose assignments are deemed not yet competent may resubmit the assignment. The following course of action is taken:

1. The student and educator will privately discuss any problems and issues which occurred during the time of assessment and assist the student in the area of study.
2. The trainer will give the student a new date for re-submission of this assessment or assignment.
3. If the student has still not completed the assessment or assignment, the trainer and student are to discuss what assistance the student requires to complete the assessment. The student can be offered different support services, such as counselling, if required.
4. At the discretion of HDS, a fee may be charged to resubmit work.
5. If a student does not complete the full qualification, a statement of attainment is awarded, provided all outstanding fees are paid.

PROGRESS REPORTS

Progress Reports are available upon request by students at anytime during their course. All students will receive a Transcript of Results, which will outline all the units of competency contained in the course and those successfully completed. All lessons must be completed and passed before your final portfolio sub-mission will be accepted for assessment.

Issuance of all certificates, transcripts of results and any awards will be given to students at anytime during their course. All students will receive a Transcript of Results, which will outline all the units of competency contained in the course and those successfully completed. All lessons must be completed and passed before your final portfolio sub-mission will be accepted for assessment.

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**DEADLINES**

In order for the school to simulate real working situations and time restraints, student deadlines for the completion of assignments will be strictly enforced. Students will submit all assignments on the agreed deadline. If assignments are not completed by the deadline, the student must speak to their trainer to be granted an extension. HDS will work with the student to discuss any difficulty they are experiencing, which is preventing completion of an assessment.

If the student cannot be at school at the time the assignment is due, then the responsibility will be on the student to have the work delivered to the school by the deadline. It is the responsibility of the student to also collect briefs when they are away from the school for any valid reason and to make-up any lessons missed.

If students are required to re-enrol, extra fees and administration costs will be incurred and will be agreed to by the student and school. Once all lessons are made-up, students are issued their Certificate and Transcript. However, they cannot exhibit their work at the Graduate Exhibition at the end of year, nor can they submit their final portfolio for assessment until the completion of all units of competency.

**ACCESS TO RECORDS**

It is the right of any current or past student of HDS to have access to their student results at any time. A student, current or past, does not have access to any confidential teacher notes that have been made during their time at HDS. Student’s may also access their enrolment details, attendance records, learning support needs, record of complaints and appeals, their assessment, qualifications, and transcripts.

At the completion of their course, students are provided a copy of their transcript of results and Certificates or Statements of Attainments at no charge. Any replacements or copies a student wishes to obtain will incur a fee. If a student, however, continues onto another program at the school they are provided an up-to-date transcript at the end of the new course undertaken.

**GRADUATE AWARDS**

During Graduation, each graduate will receive a Graduate Pack. The pack will include Certificate or Statement of Attainment and Transcript of Results.

Special awards will also be made in each course undertaken which acknowledges outstanding performances by individual students.

NOTE: All or none of these awards may be presented in any one year.

Some of the awards may include:

**Certificate IV in Design CUV40311**
- Outstanding Achievement in Colour and Design
- Excellence in Artistic Strength
- Student of the Year
- Industry Design Award
- People’s Choice Design Award

**Dip. Interior Design and Styling**
- Outstanding Achievement in Interior Design and Styling
- Excellence in Artistic Strength
- Student of the Year
- Kitchen Design Award

**Dip. Colour Planning and Consulting**
- Outstanding Achievement in Colour Planning and Consulting
- Excellence in Artistic Strength
- Student of the Year

**05 SCHOOL AFFAIRS**

**SCHOOL HOURS 2013**

**Certificate IV in Design CUV40311**
- Day Program: Tuesday 10:00am to 1:00pm
- Evening Program: Tuesday 6:00pm to 9:00pm

**Dip. Colour Planning and Consulting**
- Day Program: Wednesday 10:00am to 1:00pm
- Evening Program: Thursday 6:00pm to 9:00pm

**Dip. Interior Design and Styling**
- Evening Program: Wednesday 6:00pm to 9:00pm

With prior arrangements made with your educator, the school can be opened for a period of time. However, opening for extra hours may include a fee of up to $50.00 an hour. This fee may not be compulsory and is up to your educator, if it applies.

**TERM DATES 2013**

**Term 1:**
- Monday 4th February - Friday 22nd March

**Term 2:**
- Tuesday 22nd April - Friday 14th June

**Term 3:**
- Monday 22nd July - Friday 13th September

**Term 4:**
- Monday 14th October - Friday 29th November

**Graduation:** Friday 6th December

**HOLIDAYS**

Ordinarily students will have holidays at Easter. This usually falls over the April school holidays but not always. If not, there are four weeks in April, four weeks in June/July and four weeks in September/October, coinciding with the school holidays, and twelve weeks in December/January incorporating the Christmas and New Year public holidays. Negotiations for additional leave for students will be done on an individual basis to cater for extenuating circumstances.
The following regulations have been set down to ensure and maintain a professional working environment in which both students and educators can be assured of attaining maximum results in a pleasant and harmonious atmosphere.

**DRESS CODE**

To maintain a professional image, students must be dressed in a neat and tidy manner at all times. Raggy jeans, shorts, thongs, singlet tops or dirty T-shirts are not acceptable. Students are required to wear safe footwear at all times. No thongs or sloppy footwear is permissible. The dress code sets up students for the professionalism of the working environment.

**CONDUCT**

Students are requested to conduct themselves in an orderly manner at all times. Whilst classes are in progress students should be considerate of educators, teaching staff and fellow students. The Director of the School reserves the right to withdraw from a course, any student whose attitude or conduct is deemed to be unacceptable.

Unacceptable conduct may include:

- Plagiarism
- Swearing
- Smoking in designated non-smoking areas
- Harassment of fellow students, staff or the general public, either face to face, over the phone or through social media
- Damaging, stealing, modifying or misusing HDS property
- Being under the influence of alcohol or illegal drugs

**CLIENT FEEDBACK FORMS**

Students are required to complete student feedback forms at various times throughout the course; the forms can be completed anonymously or completed with the student’s details on them. This feedback is used by HDS to review and improve facilities, courses and overall student experiences within our school.

**PUNCTUALITY**

Students must be ready to commence classes on time. Anyone seeking time off should consult his or her educator.

**ABSENTEEISM**

Students are required to attend all lessons, with a minimum 90% attendance. More than 10% absenteeism is not permissible and could result in a student failing their course. This percentage of attendance, allows a small flexibility to students who, for valid reasons (which are pre-discussed with their educator), need to leave class early or arrive late.

If in the event a student is unable to attend a class or is expected late for a lesson then the school should be phoned prior to the class commencing.

If a student is aware of any illness that will require a protracted absence from the school they must notify the school and indicate the duration of absence. Students are required to sign-in at each lesson on their arrival. The sign-in book is used to ensure all students present are accounted for in the event of a building evacuation.

**MAKE-UP LESSON**

It is the student’s responsibility to organise the required make-up lesson with their trainer. The cost of the make-up lesson for 2013 is $95 for one hour. These make-up lessons can be with one or more students, at the trainer’s discretion.

**TELEPHONE CALLS**

Mobile telephones must be switched off during class times - it is not permissible to receive calls during class times. If an URGENT call is expected, notify your educator at the beginning of the class, the educator will then deem fit if you can leave your phone on and give you further instruction to ensure minimum disturbance is caused.

**TEA AND COFFEE**

The school provides tea, coffee, milk and sugar, including making facilities. These are clearly marked with Hunter Design School, please do not touch other food stuffs as these are the property of other employees. Students are encouraged to bring along morning tea/supper to share with the class.

Note that the facilities the school uses are shared facilities with other occupants and respect and courtesy should be given.

**FOOD AND DRINKS**

Food and drinks (except water) are not to be consumed during classes. Food and other drinks can be consumed before or after class or during class breaks. Alcohol and drugs are not permitted on the premises and students are not to partake of either prior to class or during lunch breaks. Failure to comply with this regulation will result in suspension or expulsion.

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**HEALTH AND SAFETY**

It is everybody’s responsibility to adhere to all OHS requirements and implement Occupational Health and Safety around them. Students are required to fill in a General Feedback Form reporting all potential problems. Please return completed forms to your trainer.

Students are not to smoke in the classrooms or building. Students are not to use the building foyer or corridors as areas to have lunch breaks and they must be kept free of carry bags and equipment. Students are required to rinse their own cups and leave the kitchen tidy. Students are never permitted to use spray adhesive/or fixatives on the premises.

Students must inform the college staff of any medical condition that may affect their work or of any medication they are required to take.

**ART MATERIALS AND TEXTS**

During the first lesson, students will receive their Materials Kit. This kit will contain equipment needed to begin their creative journey. Some texts and references may be recommended by teaching staff for purchase as additional material. Items in the kits are materials that are used throughout the course and are needed to design, render and prepare artwork from the first lesson. It is expected that students provide additional materials and replace consumables as required.

HDS accepts no responsibility for the loss or breakage of a student’s personal equipment or belongings.

Students are to ensure that they have the necessary equipment for each lesson. Students are not to leave the school during class times to source or purchase materials, equipment or reference material unless their educator has given permission.

HDS will store graduates/departed students’ art materials for no more than one month.
HARASSMENT, VICTIMISATION AND BULLYING

Harassment, victimisation or bullying makes the workplace uncomfortable and unpleasant. All students and staff at HDS have a right to be free from harassment. HDS recognises that learning, teaching and administration duties cannot be carried out if any person feels that anyone they have to work with is harassing them in any way. A student or staff member cannot be discriminated by any mean, which can include but not limited to:

- Gender
- Economic Status
- Religious Views
- Sexuality
- Gender Identity
- Disabilities
- Learning Impairments
- Political Beliefs
- Nationality

If students have a problem and suspect it may be harassment, victimisation or bullying of some type, please contact the Director the school. Further help can be obtained from:

- The Anti-discrimination Board of NSW
  Level 17, 201 Elizabeth St, Sydney 2000
  Ph: 02 9268 5555

- The Human Rights and Equal Opportunity Commission
  Piccadilly Towers, 8/133 Castlereagh St, Sydney 2000
  Ph: 02 9284 9600

- ASQA
  GPO Box 9928,
  Melbourne Vic 3001
  Ph: 1300 701 801

- People with Disabilities NSW Inc
  52 Pitt St, Redfern, Sydney 2016
  Ph: 1800 422 015

COMPLAINTS

Complaints and appeals are managed fairly, efficiently and effectively. The RTO creates an environment where clients’ views are valued.

Any person wishing to make a complaint against the school, concerning its conduct as an RTO, or an appeal regarding an RTO decision, shall have access to the complaints and appeals procedure.

Complaints arise when a client is dissatisfied with an aspect of the school RTO’s services, and requires action to be taken to resolve the matter.

Appeals arise when a client is not satisfied with a decision that the school RTO has made. Appeals can relate to assessment decisions, but they can also relate to other decisions.

Policy

If students have a complaint, appeal or other matter, they are encouraged to immediately speak with a member of staff to resolve the issue.

HDS strives to deal with issues as soon as they emerge, in order to avoid further disruptions or the need for formal complaint. If the participant is not satisfied that the issue has been resolved, he/she may wish to write a letter to the school director.

Any substantiated complaints or appeals will be reviewed as part of the continuous improvement procedure.

Procedure

Informal complaint (or feedback)

- The initial stage of any complaint (or feedback) shall be for the client to communicate directly with the operational representative of the school, e.g. the teacher.
- Person(s) dissatisfied with the outcome or feels it is appropriate to talk to them, make an appointment to discuss your concerns with the director.
- If the complaint/appeal cannot be resolved in an informal way, we may ask you to put it in writing. It is important that specific details of the situation are included and what the complainant would like to happen as a result.

Formal complaint or appeal

- The informal complaint procedure should be used first.
- The formal complaint or appeal and its outcome shall be recorded in writing.
- If the Managing Director cannot resolve the complaint or appeal within 21 days to the satisfaction of the complainant, the process will then be referred to an independent person.
- The independent person will address the complaint within 21 days from when it was received.
- The complainant shall be given an opportunity to present his/her case to independent person and may be accompanied by one other person as support or as representation.
- The relevant staff member shall be given an opportunity to present his/her case independent person and may be accompanied by one other person as support or as representation.
- For assessment appeals; it is a requirement that the assessment be reviewed by two independent assessors and majority decision rules.
- Complaints/appeals must be recorded in writing. Upon resolution of the complaint/appeal, a written statement of the outcome and justification of how it was achieved must be completed. 1 copy is to go to the complainant and the original is kept by Hunter Design School.

If the matter is still not resolved, participants are advised to take their complaint to The Office of Fair Trading, The Anti-discrimination Board, Consumer Affairs, ASQA.

Participants have a maximum period of four weeks (from the date when an assignment or test was returned to them) in which they can appeal against their results.
07 COURSE ENTRY/EXIT

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning is a process where the competencies gained throughout any previous work and life experiences, courses and education can be recognised. HDS recognises most institutions of tertiary study and learning, however, it is mandatory you contact the school prior to receive an RPL Pack.

This process ensures that the student can present any certificates, awards or merits from prior learning and education. Also, students with work or life experience can present a portfolio (or equivalent) to the Director to show the depth of skill in which the student presents. It is at the Director’s discretion if a candidate meets the requirements of Prior Learning.

Candidates may apply for exemptions from a course, lesson, module, or one or more learning outcomes within a unit. The applicant must have sufficient evidence to demonstrate their performance and ability against the outcomes assessed.

A student, however, cannot produce this material at the time of an assignment or assessment. Recognition of Prior Learning is only assessed in the Application Process for future students, which generally happens in January for that year. Again it is up to the Director which modules, lessons, course or outcomes the candidate meets.

PROCESS TO APPLY FOR PRIOR LEARNING RECOGNITION

To apply for Prior Learning Recognition, the candidate must:
- Complete the RPL application form from the school;
- Submit these to the Principal for assessment;
- You may be required to attend an interview to support your application.

COURSE ENTRY POINT

If a RPL is awarded to a candidate, they are given an Entry Point that enables them to begin the course at their awarded time. If candidates are exempt from the Certificate IV in Design CUV40311, they are automatically transferred to a diploma course.

COURSE EXIT POINT

Students wishing to cease studies earlier than the expected completion date of their course (December) may be considered for a Statement of Attainment provided they meet the following criteria:
- Have received a competent award against unit of competency outcomes.
- Have paid all outstanding monies to HDS.

Students, however, are recommended that they finish their course on the prescribed date. Refer to fees which may occur when ceasing studies.

CREDIT TRANSFER

Credit will be awarded to any students who in their RPL applications have successfully completed outcomes from other institutions. This would allow students to miss particular assessments or classes whereby these outcomes would have normally been assessed. Students, however, must complete a RPL Application to receive credit transfers.

DEFERMENT

In the event of personal tragedy, illness or unforeseen circumstances which prevent a student from completing their course, application for deferment of studies may be made in writing to the Director for consideration.

If awarded a deferment, a student is given a total of ONE year from the date of the deferment. Students are only given one deferment award throughout their time at HDS. A deferment award is given if all fees and payments have been made for the course year. If not, payments are to continue as agreed to.

Students who leave during the course will pick it back up from the time they ceased their studies. No cost will be involved during this time, as all fees would have been paid in the previous year.

Unapproved non-attendance or classes does not constitute deferment or cancellation of the course.

GENERAL

HDS reserves the right to cancel courses, change the schedule of courses or alter the fee structure. Although HDS takes great care and responsibility in the delivery of their courses and student’s health and safety whilst at HDS, nor its staff will be responsible for any loss or injury sustained by any participant outside of HDS premises when practicing methods learnt at HDS.
Upon acceptance a reservation deposit will be required within 7 days to reserve your position in the selected class.

Students re-enrolling for the Diploma or Dual Diploma will need to finalise all prior tuition fees before lodgment of the new application. A reservation deposit will be required by the 15th of January ensuring your position within the selected class/classes.

Once a student's enrolment/re-enrolment is confirmed, the student makes a commitment to complete that year's study and undertakes the financial liabilities for the full year; this applies for all students. Tuition fees (or the payment of) are subject to conditions of the refund/exit policy.

Please note: If a student wishes to exit the Dual Diploma within the first 12mths from enrolment, fees and penalties will be adjusted to the rate of a Single Diploma.

**FEE SCHEDULE 2013**

These fees are offered exclusively for 2013 and are subject to annual review and alteration. All prices are in Australian Dollars and inclusive of GST where GST is applicable. This does not include any surcharges that may apply depending on the payment method of tuition fees.

**Certificate IV in Design Student Fee Schedule**

Application fee* $100 + Tuition reservation deposit *$500 + balance $4,180 = $4,780
(see application form for payment plan).

**Single Diploma Student Fee Schedule**

All new students desiring to enrol in any of the Diploma courses are required to pay the $100 application fee*

Option one:
Reserve deposit* $500 + Early Bird Payment $3,360 = $4160

Option two:
Reserve deposit* $500 + Full Payment $3,980 = $4480

Option three:
Reserve deposit* $500 + 12 x payments of $600 = $7,700

* The Application Fee is non refundable unless non acceptance into the course

**Dual Diploma Student Fee Schedule**

All new students desiring to enrol in any of the Diploma courses are required to pay the $100 application fee*

Option one:
Reserve deposit* $500 + Early Bird Payment $6,000 = $6,500

Option two:
Reserve deposit* $500 + Full Payment $6,900 = $7,400

Option three:
Reserve deposit* $500 + 12 x payments of $600 = $7,700

* The Tuition Reservation Deposit of $500 is non refundable.
INCIDENTAL FEES

| Withdrawal Fee 1 – withdrawal or deferral in full after enrolment and 28 days or more before course commencement | Application and Reservation Fee |
| Withdrawal Fee 2 – withdrawal or deferment in full after enrolment within 28 days of term commencement | Application + Reservation fee + one term in advance |
| Withdrawal Fee 3 – withdrawal within the first year of commencement; this is addition to one full terms notice | Application + Reservation fee + one term in advance |

Electronic transactions surcharge (EFTPOS and Credit Card) 2.5%
Late payment penalty (tuition fees) $50.00 per month
Dishonoured Payment $50.00
Re-issue Student Card $30.00
Graduation ceremony (approx only) $80.00
Re-issue of certificate, statement of attainment and/or transcript $30 per item
Private tuition/make up classes $95/hr

ART SUPPLY PRICES

<table>
<thead>
<tr>
<th>Product Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>A4 Canson Drawing Pad 25 Sheets</td>
<td>$8.00</td>
</tr>
<tr>
<td>A3 Canson Drawing Pad 25 Sheets</td>
<td>$16.00</td>
</tr>
<tr>
<td>Rowney Gouache 15ml</td>
<td>$6.00</td>
</tr>
<tr>
<td>Rowney Gouache Zinc White 38ml</td>
<td>$8.00</td>
</tr>
</tbody>
</table>

PAYMENT OF FEES

Course fees can be paid either by cheque, direct debit or paypal and be made payable to Hunter Design School. Payment should NOT be sent through the mail. Receipts will be issued on payment of fees. Reminder notices will be sent when fee instalments are due.

Your fee instalment notices will be emailed to the address you have supplied to HDS, so please be sure to check your emails and keep HDS updated with your latest details.

REFUND POLICY

- Students funds are withdrawn one term in advance;
- Enrolment cancellation or requests for refunds must be made in writing directly to the Director;
- Application fees are not refundable – except if an application has been unsuccessful;
- Students withdrawing from a course prior to its commencement must give one month’s notice of their intention to withdraw in writing. In this event the Application and reservation fee will be retained by the School and any tuition fees refunded in full;
- Students withdrawing from a course after commencement are required to give one full term’s notice, other than the current term, of their intention to withdraw in writing to the Principal;
- Refunds are made within fourteen days of a valid request given to the School.
- Courses that do not meet the maximum number of students will be cancelled and all fees paid in accordance with that course, will be fully refunded.

FINANCIAL COMMITMENT

Students are liable for the financial commitment to HDS for the duration of their course. Students whose fees are in arrears may have their enrolment suspended or cancelled unless prior arrangements have been made with the Director.
10 PRIVACY POLICY

HDS is committed to adopting the highest standards to safeguard student’s personal and sensitive information. HDS is bound by the National Privacy Principles as set out in the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2000.

HDS’s main function is to provide education to students and therefore is required to collect and hold personal information relating to enrolment and education. Student information held at HDS for current and, where required, for past students, is as follows:

- Personal details such as: date of birth, contact details, previous education, medical conditions, emergency contacts;
- Course progress and attendance records;
- Student anecdotal notes;
- Details relations to fee payment and payment plans;
- Graduation records, Transcript of Results and Certificates.

All HDS staff members will ensure that no students have access to class rolls, programs of study or any personal details of other students. No information regarding another student will be given or discussed with a third party without the express permission of the person concerned or as permitted by legislation.

Current student records are kept electronically via a student database, which is only accessible via a confidential password. Current student’s paper based files and assessment records are kept in locked filing cabinets at HDS. Applicable student information is kept electronically for 30 years as per the Australian Skills Quality Authority (ASQA).

Full student files (paper based) are kept in locked archives at HDS for 1 year after a student completes study and, depending on individual circumstances, may be archived in HDS’s secure storage facility for 30 years.

Hunter Design School will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information was provided. Personal information will only be removed / destroyed by secure means.

Hunter Design School will only transfer personal information to external parties on the following conditions:

- The external party has in place similar procedures in relation to the collection, storage, use and disclosure of personal information or sensitive information; or
- An individual provides consent to the transfer of information; or
- The transfer of information is for the benefit of the individual.

If a student believes that HDS has not dealt with their personal information in accordance with the school’s Privacy Statement, they may write to the Director regarding their concerns.

11 CODE OF PRACTICE

Our commitment to educational standards:
- The policies and practices of the school are adopted to maintain high professional standards in the management, marketing and delivery of education which safeguards the interest and welfare of the students.
- By marketing the courses with integrity, accuracy and professionalism consistent with the educational, cultural and regulatory systems.
- By ensuring that students have access to adequate orientation, counselling and remedial education, including an effective complaint mechanism. These arrangements will be sensitive to the cultural and special needs of students from different backgrounds.
- By acting with integrity in dealing with students, past and present, and with the general public.
- By ensuring that the facilities are conducive to the success of each student and that the learning environment is maintained to the highest possible standard.
- By ensuring that the lecturing staff have the necessary qualifications, industry experience and instructional skills to effectively tutor students within specific courses.
- The school will ensure that the content of the course syllabus is relevant to the needs of individuals in the design industry and that the theoretical and practical elements of the course directly relate to current industry trends.
- Students enrolling in a course at HDS must read the contents of this Student Handbook. Once you have read the Student Handbook please sign and date the Induction Confirmation Form (on the last page) and return it to HDS.
- We ask that all students please notify HDS in writing of any change of address or telephone number. Students living away from home whilst undertaking a course must advise the HDS of their home address and telephone number.
12 INDUCTION CONFIRMATION FORM

This must be signed and dated at the Hunter Design School Pty Ltd Induction.

Student

I, ..............................................................(Student) have read Hunter Design School’s Student Handbook and have agreed to all of the Handbook’s chapters and sub-sections. I, the student, also agree to all terms and conditions of my enrolment that has been given either in writing or verbal agreements.

I agree to:

1. Hunter Design School’s Policies;
2. Any policies which are created throughout the year of my course, by signing an agreement similar to this if and when a new policy is made;
3. Give permission for my trainer, staff and any internal or external auditing bodies to view the contents of my file;
4. Pay all fees on time as per the arranged payment plan. If I cannot pay on time, I agree I will contact the school Administration one working day prior to the payment date.
5. Understand HDS can suspend my enrolment if any policies are breached by myself;

...................................................................................

Signature of Student:
Date: .............../.............../...............

Provider of Financial Support (If required)

If you are under 18 and someone else providing financial support of any costs associated with your Hunter Design School course please fill out the following, with the financier’s signature.

Name of Financier: ...........................................

Relationship to Student: ...........................................

Address: ................................................................
...................................................................................

I would like the accounts to be sent via post/email to..................................................................

...................................................................................

I,...........................................................(the financier) agree to make all payments on time or to pre-arranged plans. If I cannot make a payment, I agree to contact the school Administration one working day prior to the payment date.

...................................................................................

Signature of Financier:
Date: .............../.............../.............