

## Standards of Service 2023

**Goals:** To provide a quality general education which meets the needs, interests and abilities of students by emphasising the development of appropriate and relevant knowledge, skills and attitudes.

To provide an education that is developmentally and age appropriate to students regardless of circumstance.

### Categories of Students and Associated Services:

Enrolment Type	Curriculum Resources	Teaching support	General Communication	Tutor Training	ICT Support	Field Services
<b>Home based Learners</b> By Choice, Geographically Isolated/Distance, Medical, Exclusion, Family Circumstance, Other.	Curriculum materials which reflect current teaching practices and are appropriate to the student's year level.  Modified learning programmes appropriate to individual circumstances where appropriate.	Group web lessons provided at no cost.  <b>Primary (P-Yr6):</b> 90 minutes per day (+ literacy 3x30min/wk) *  <b>Junior Secondary (Yr7-9):</b> 3 X 60 minutes per subject per week*  <b>Senior Secondary (Yr10-12):</b> 3 X 60 minutes per subject per week* <i>(*Additional time may be provided where appropriate.)</i>  Incidental support lessons for all year levels, subject to prioritised need.  One class email notice to student/home tutor per week per teacher.  1 teacher initiated (personalised) teaching contact with student/home tutor per fortnight, per year level/subject; either telephone or email.  Acknowledgement of student/tutor email and telephone calls within 2 working days.  Full response to student/tutor email enquiries within 3 working days.  Return of formative feedback (including assessment drafts) within 5 working days of receipt of item.  Return of all summative assessment feedback within 10 working days of receipt of item.  A student will access a teacher aide lead induction program into the school.	Fortnightly newsletters (DIRT).  School initiated email contact to families via Parent Liaison Officer regarding school updates, upcoming events and any other relevant communication, as required.  One allocated mail out day per week to each family, via Australia Post.  Telephone contact initiated by school (landline use preferred).  SMS reminders – of non-submission of formative & summative assessment after due dates.  Use of additional SMS messaging outgoing where appropriate.  Daily notification of teacher absences via email.  Two "Tutor School" newsletters.	Access to Tutor Induction program – Home Tutor Development Week (Term 1, Week 1).  Access to Home Tutor Talkback Sessions each term.  Up to five (5) potential seminar days per annum for Tutors – Primary Home Tutor School Week/Secondary Academic Week (Term 1).  Access to Certificate III in Education Support.  Access to a resource repository.  Transition Day – one day per annum at juncture years.	Annual hardware subsidy if using digital materials provided to Geographically Isolated and Medical.  Annual broadband subsidy on evidence of use to Geographically Isolated and Medical.  Provision of MS Office Licencing.  Curriculum repository site and USB packages.  Access to specialized software and laptop computer as appropriate.  Access to Technical Officer for ICT support by telephone, email and incidental visit as required.	Twenty potential days per annum through field services and school activities – mini-schools, school events and outreaches.  Student access to incidental visits – 2 hrs maximum once per term subject to prior arrangement and teacher availability.

Enrolment Type	Curriculum Resources	Teaching support	General Communication	Tutor Training	ICT Support	Field Services
<b>School-Based</b> (Languages Students Only)	Curriculum materials which reflect current teaching practices and are appropriate to the individual student's level of ability and individual needs.  Modified learning programs appropriate to individual circumstances where appropriate.	<b>Primary (P-Yr6):</b> 1 x 60-minute web-conferencing lesson  <b>Junior Secondary (Yr7-9):</b> 2 x 60-minute web-conferencing lesson  <b>Senior Secondary (Yr10-12):</b> 3 x 60-minute web-conferencing lessons  Written feedback on formative work and general comment provided to supervisor.  1 teacher-initiated contact with school contact person per week.  Acknowledgment of school email within 1 working day.  Full response to school email enquiries within 3 working days.  Return of formative work within 5 working days.  Return of assessment within 10 working days of receipt.	<b>Mandatory years:</b> Contact with school-appointed contact person only.  <b>Elective years:</b> Email contact with students where appropriate to respond to queries or provide feedback.  One mail to each school per week.	Access to Tutor Induction program – Information Session at the beginning of a year.  Telephone support or face to face support to school contact.  Direct student support by negotiation.  Other – by negotiation on a case by case basis.	Access to curriculum repository and digital resources.  Access to Technical Officer for ICT support by telephone.	Access to field service and incidental visits by prior arrangement and with approval of SMT only.  Visits to school-based centres by SMT approval only.

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<b>School Based Learners</b>	Curriculum materials which reflect current teaching practices and are appropriate to the individual student's level of ability and individual needs.  Modified learning programmes appropriate to individual circumstances.	Web/Teleconference lessons as offered below:  1 teacher-initiated contact with school nominated contact per fortnight.  Acknowledgement of school-based contact email within 1 working day.  Full response to school-based contact email enquiries within 3 working days.  Return or formative work within 5 working days.  Return of assessment work within 10 working days.	One allocated mail out day per week to each family, via Australia Post.	Telephone support or face to face support to school contact.  Direct student support by negotiation.  Other – by negotiation on a case by case basis.	Access to curriculum repository and DVD Resources.  Access to school resources by negotiation.  School access to Technical Officer for ICT support by telephone and site support may be approved by SMT upon request.	Incidental visits by approval of SMT.  Access to course specific field services/activities.

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<b>Independent Learners</b> <i>(Adult/Mature Age)</i>	Curriculum materials which reflect current teaching practices and are appropriate to the individual student's level of ability and individual needs.  Modified learning programmes appropriate to individual circumstances.	No teleconferencing or web conferencing lessons possible.  One teacher-initiated contact with student per fortnight.  Acknowledgement of student email within 1 working day.  Full response to student email enquiries within 3 working days.  Return of formative digital work within 5 working days of receipt of item.  Return of all assessment work within 10 days of receipt of item.  Return of assessment work within 10 working days of receipt of item.	One allocated mail out day per week to each family, via Australia Post.  Teacher initiated telephone contact with each student on a fortnightly basis.  Use of text messaging where appropriate.	Not applicable	Curriculum repository site and digital resources only.  Provision of MS Office Licencing.	No access to general field service activities.  Incidental visits by negotiation and prior approval of HOD only.  Access to VET activities when student holds a 'blue' card.

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<b>Flexible Learning students</b> <i>(Partnership students only)</i>	Curriculum materials which reflect current teaching practices and are appropriate to the individual student's level of ability and individual needs.  Modified learning programs appropriate to individual circumstances focused on core literacy and numeracy.	Group/individual web or teleconference lessons offered for all subjects/courses. Can be scheduled: weekly, on request from student, centre or teacher & incidental.  Additional time may be provided where appropriate.  Incidental support lessons for all year levels, subject to prioritised need.  1 teacher-initiated teaching contact with each allocated centre per week; either telephone or email.  Acknowledgement of student/tutor email with 1 working day.  Full response to student/tutor email enquiries within 3 working days.  Return of formative work within 5 working days of receipt of item.  Return of formative & summative feedback within 10 working days.  Access to tutorial recordings and PowerPoints.  Allocated FLIQ Mentor teacher to each centre.	Fortnightly newsletters (DIRT article) emailed to all centres (schoolwide).  One mail out via Australia Post to each centre per week.  Daily notification of unplanned teacher absences via HOD initiated email.  FLIQ updates (HOD) via email to all centres: Beginning of Term Throughout Term as required End of Term	Access to Induction for new centre/staff. Delivered by allocated FLIQ Mentor teacher.  Access to resource repository: CANVAS, USB.  Individual 1-1 telephone and email support as required.  Access to tutorial recordings and PowerPoints.	Access to resource repository: CANVAS, USB  Access to Technical Officer for ICT support by telephone.  Technical support guides available.	<b>N/A</b>