Student Services is located at the western end of the McMahon Administration Complex.

Hours: 8:00am – 4:30 pm Monday to Friday

Phone: 4861 0528, 4861 0587

Email: studentservices@chevalier.nsw.edu.au

SMS Number: 0419 829 442

Please store this number in your phone under ‘Chevalier College’ for easy recognition.

More information on page 2.
OVERVIEW

Student Services encompasses:

- Attendance
- Student ‘sign in’ and ‘sign out’ (when arriving at or leaving school outside the normal times)
- Any communication to students
- Medical action plan information return
- Permission note return
- Confiscated items, e.g. phones, iPods, jewellery
- Lost property

Students can request the following from Student Services:

- Replacement student ID cards (library cards)
- Replacement timetables
- Student bus passes
- Private vehicle conveyance forms
- Student driving permits
- Senior secondary concession cards
- Proof of age concession cards
- Spare permission notes for excursions and activities
- Applications for extension of time for assessments
- Illness misadventure appeal forms for senior exams
- Change of subject forms

Most forms are available from the pigeonholes as you enter the Student Services foyer. If your child needs a form that cannot be located in the pigeonholes, please check with staff at the counter.

ATTENDANCE

Students are required by law to attend school and maintain satisfactory attendance until the school leaving age, which is now 17, with some exceptions. The NSW Board of Studies also requires satisfactory attendance by a student for them to be eligible for a Record of School Achievement (Year 10) or the Higher School Certificate (Year 12).
ABSENCES FROM SCHOOL

If your child has been absent from the College, a parent/caregiver is required to explain the reason on the child’s return. This explanation should be in the form of an SMS or note to the child’s Home Room teacher. The explanation should include your child’s:

- full name
- home room
- student ID number
- reason for the absence.

The Principal may request a Doctor’s Certificate if the period of sick leave is more than five days or if the Principal is not satisfied with the explanation. A medical certificate is required if the student is in Year 10, 11 or 12 and has missed an assessment task on that day.

**SMS System - 0419 829 442**

The College uses an SMS system to notify parents when their child is marked absent from school by the Home Room Teacher and this absence is unexplained. Parents can respond by text back to the College to explain or query the absence.

We encourage you to use the College **SMS system** and send us a text message if you know ahead of the day that your child will be absent. If the absence is unforseen, please send an SMS as soon as you are able, preferably on the morning of the absence.

If you **SMS** an absence, a **note is not required**. Please note, however, that a telephone call **does not** replace the need for an absence note or SMS.
HOLIDAYS AND OTHER LEAVE DURING SCHOOL TERMS

If an absence is foreseen and will keep your child away for an extended period of time (more than five school days), parents/caregivers must request leave from the Principal, in writing, at least **two weeks** prior to the time of the requested leave. Requests can be emailed to the Principal’s Assistant at office@chevalier.nsw.edu.au and should include the dates for leave and reason for the absence. The Principal will review the request and advise in writing whether or not the request has been granted. When students are granted leave, this is usually done on the proviso that assessment and classwork are undertaken before or during the leave of absence. Extensions are not granted in these situations unless there are compassionate grounds.

**NB:** As part of the implementation of the National Standards for Student Attendance Data Reporting, holidays taken by students outside of school vacation periods are **included** as absences. Families are encouraged to holiday or travel during school vacations. If travel during school term is necessary, Principals will consider the conditions/consequences of each application.

**LATE FOR SCHOOL**

Students who arrive late to school must report to Student Services to ‘sign in’, preferably accompanied by a parent/caregiver. If they report to the office unaccompanied, a written note from their parent/caregiver explaining the absence is required.

**NB:** Please note that the **SMS system cannot be used for partial attendance** e.g. to notify the school of your child’s lateness. Your child should be aware that they may be placed on detention for being late to school without a note.

**APPOINTMENT / LEAVING EARLY**

Students who need to leave the College for any reason during school hours (e.g. medical or dental appointments) must report to Student Services to ‘sign out’. A note from the student’s parent/caregiver stating they will be leaving the College during the day, the time they will be leaving, and whether or not they will return, must be signed by the student’s Home Room Teacher (during Home Room) or House Coordinator/Year Advisor (on meeting or assembly
days). This note is to be presented to the Student Services office when the student ‘signs out’. The student must inform their class teacher if they will be leaving during a lesson by showing them the note.

If the student is returning to the College, they need to report to the Attendance Office on their return, produce the Appointment/Early Leavers pass to sign in. Student Services staff record the time and sign the pass and the student gives this to their teacher when they report to class. It is not necessary for the Parent/Caregiver to come back in to Student Services if the student presents the appointment early leavers pass to student services staff after returning from an appointment.

NB: Please note that the SMS system cannot be used for partial attendance, such as notifying the College that your child is leaving early.

COMMUNICATION WITH STUDENTS

To contact your child during school hours, please contact Student Services. Staff will take your message and have it delivered to your child in class. Remember to allow enough time for the message to be delivered, as the College campus is large and it can take considerable time to locate a student. Please give as much notice as possible and we will deliver messages as quickly as we can. Your child is able to come to Student Services and call you if necessary. Mobile phones must not be used by students between the hours of 8:50am and 3:30pm. Disciplinary action will be taken if a student is discovered using their phone. This action includes, but is not limited to, confiscation of the mobile device.

PERMISSION NOTE RETURN

All permission notes should be returned to Student Services by the specified return date that is stated on the note. We have a drop off pigeonhole in the Student Services’ foyer to save your child having to line up to hand in a note. If your child has a question regarding their permission note, they can ask their question at the counter and hand in their note at that time. If your child needs to make a payment relating to an activity or excursion, please ask them to go to the payments window located behind the main office reception desk at the eastern end of the administration
Please make sure that cash/cheques are not left in our drop off pigeonhole.

**STUDENT ACTION PLANS (MEDICAL)**

Student Services’ staff collect information for the publishing and distribution of medical action plans. If you have any questions regarding action plans, please contact Mrs Virtue in Sick Bay on 4861 0534.

**STUDENT ID CARD**

Each student is issued with a Student ID Card when they start at the College and every second year after that. This is used to hire textbooks and resources from the Library. If a student loses this card, a replacement card can be ordered through Student Services. A replacement cost of $2.00 is incurred by the student.

**BUS PASSES**

Any student requiring a new or replacement bus pass can request this through Student Services. Please note if you change addresses you will need to complete a new bus pass for your child.

**DRIVING PERMITS**

Year 11 and 12 students who intend driving to and/or from school need a Chevalier College Student Driving Permit. Senior Driving Authority Application forms for this purpose can be collected from Student Services. The completed form must be returned to Student Services before a student may drive to school. *Each student listed as a passenger on the application form must have signed parental permission [on the form].* Please note that Year 11 students may have sibling passengers only. Year 12 students may have sibling passengers and/or other Year 12 students only.

**CONFISCATED ITEMS**

Items confiscated by College staff can be collected by students from Student Services after the time period designated by the staff member. To collect your child’s confiscated item prior to the release date, you must contact your child’s House Coordinator, who will make arrangements with Student Services to release the item.
**Staff Availability**

If your child wishes to see the following staff they can enquire about their availability at the Student Services’ counter: Counsellors (Mrs Kelly Smith and Ms Lauren Lucey), Mrs Fiona Mulhall, Mr Christopher Bounds, Mr Andrew Langdon, Mr Peter Reeves and Mrs Mao Tipping. Students should go to the main office reception desk at the eastern end of the administration building to see Mr Chris McDermott, Mrs Barbara Santos or Mrs Carmen Majetic. Mr Andrew Bell’s office (co-curricular coordinator) is located at the tennis court end of B Block.

**Lost Property**

Lost property is held at Student Services. Students looking for lost items should return to the area where they think they left the item. If the item is not there, they should go to Student Services and ask if it has been handed in to lost property. It is also a good idea for your child to backtrack their day and check with their teachers.

If your child thinks they have left something on the school bus they should come to Student Services and staff will telephone the bus company and get the driver to check.

If a found item is labelled, it will be returned to the student straight away. Unclaimed lost property is recycled or disposed of after being stored for one term.

It is recommended that you label all clothing worn or sent to school with your child’s name. This includes casual clothing worn at retreats, excursions, sporting events etc.

Please encourage your child to use a locker, be responsible with their belongings and not leave belongings at school overnight, over the weekend or over the holidays.