



AKADEMEIA
HIGH SCHOOL

PARENTS AND STUDENTS HANDBOOK

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1. The ethos and aims of the school

Akademeia High School is an international, academically selective school following the British curriculum for years 10-13.

We seek to provide students with a tailored learning experience with the aim of fulfilling the demands of highly competitive academic institutions, whilst also encouraging self-development. We are committed to ensuring that all our students are able to identify and develop their talents and passions, while being fully supported in the process.

2. School organisation

2.1. School calendar

The school calendar is published on-line: <https://akademeia.edu.pl/en/calendar/>

It is also possible to download a pdf version of the calendar from our website.

The school year is divided into three terms with half-term breaks.

In the 2018/2019 academic session, due to the time when Easter falls, the Easter break will be longer and there will be no half-term in the third term.

At the end of each term, students sit end-of-term exams.

2.2. New students' school camp

The school organises a three-day camp for all new students before the commencement of the new academic session (usually in the last three days of August). The camp is designed to give new students a chance to meet other students and teachers and to prepare themselves for the start of attending a new school.

The camp is usually organised in a secluded countryside hotel within a reasonable driving distance of Warsaw. Transport is provided to and from Warsaw.



The camp is not obligatory but the school strongly encourages new students to attend.

2.3. Daily routine

Lessons are 40 minutes long, sometimes in block classes (most often as a double unit). They follow a daily schedule of 9 units with breaks of 5 or 15 minutes. At the end of the day, there are two blocks of 60 minutes for electives.

THE TIMETABLE IS AS FOLLOWS:	
LESSON 1	8:30 – 9:10
LESSON 2	9:15 – 9:55
LESSON 3	10:10 – 10:50
LESSON 4	10:55 – 11:35
LESSON 5	11:50 – 12:30
LESSON 6	12:35 – 13:15
LUNCH	13:15 – 14:00
LESSON 7	14:00 – 14:40
LESSON 8	14:45 – 15:25
LESSON 9	15:30 – 16:10
ELECTIVE 1	16:20 – 17:20
ELECTIVE 2	17:30 – 18:30

On Thursdays, lunch is served earlier (12:30) as there are House Meetings held over lunch and one of the Houses has their lunch earlier.



2.3.1. School Assemblies, House Meetings, and the Enrichment Program

On Tuesdays, after lunch, all students are required to attend the school assembly, which is held in the auditorium.

On Thursdays, lunch time is extended, and it starts at 12:30 when one of the houses has their meeting while the other one has their lunch. At 13:15 they change places and the first house has lunch and the other one has their house meeting.

On evenings, the school may plan the enrichment program with guest lectures, theatre trips and workshop. Usually, attendance to these events is voluntary and requires the student to sign up.

2.4. Attendance

Attendance: Regular and punctual student attendance is required at all lessons and planned activities. Attendance is monitored, and mentors as well as parents are informed if there are any concerns.

Students 'sign-in' electronically using their student ID card by the main entrance desk. Students must scan their card upon every entry and exit of the building.

In the unlikely event of an emergency, the school needs to be notified as soon as possible by phone (+48 22 2998787) or by e-mail (reception@akademeia.edu.pl) of the student's absence by the parents or legal guardian. If the notification is by e-mail, it must come from a registered e-mail address.

Students are expected to remain on the school premises from the moment they arrive till the end of their scheduled lessons.

Students need to obtain permission (in writing) from their parents to allow them to leave school premises during breaks. An officially printed school form must be used. Parents/legal guardians take full responsibility for the student while they are outside the school. In instances of improper conduct (such as being late to lessons), the school may not allow the student to leave school premises during breaks. Students who have permission to leave school must sign out electronically (using their Student ID cards) when leaving, and sign back in at the main reception desk upon returning to the building.



If there is a valid reason why a student cannot be present on a given day, the parents/legal guardian need to discuss this in advance with the student's mentors. Parents should be aware that it is highly irregular for the school to grant a leave of absence for the purpose of going on holiday during term time (this includes exam session), this also includes leaving early on Fridays, so that the children do not miss valuable learning time. Permission to take children out of school during the term needs to be authorised by the Deputy Head, and all requests must be made in writing. Missing any part of the term is disruptive, not only to the pupil concerned but also to the rest of their class and to the teaching staff. If parents remove their child without the permission of the school, the absence is considered unauthorised. Authorised permission for a student's absence will not be granted retrospectively except in extraordinary circumstances.

2.5. School buses

The school provides busses in the morning from three locations to make it easier for students to travel to school. If a student wishes to use the bus service, they should notify the Reception.

The places and times for busses are as follow:	
7:45	PLAC TRZECH KRZYŻY (next to the Post Office)
8:00	WILANOWSKA BUS STATION
8:00	PLAC VOGLA
BUSSES DO NOT WAIT FOR STUDENTS WHO ARE LATE!	

2.6. The school canteen and café

The school canteen provides students with a freshly cooked lunch on a daily basis. Lunch includes soup, main course and salad and is served between 13:15 and 14:00 (with the exception of Thursdays when lunch is served from 12:30 to 14:00). Students need their ID cards to receive their lunch.

If you are vegetarian please inform the school office (you will be served your food normally straight from the canteen); students with other dietary requirements will have their food prepared and issued individually. Allowances are made for a variety of diets: those students with allergies and/or special



dietary requirements should inform the school upon signing up by providing the necessary information on the registration form. Any further changes should be communicated to the school office at: reception@akademeia.edu.pl. Unless a student opts out one month before the commencement of the next term, it is assumed that he / she will continue to eat lunches at the school.

There is also an opportunity to buy freshly prepared snacks, fruit, drinks etc. from the canteen outside of lunch hours, but please note that payment will be only by debit or credit card. Please also note that in order to make sure lunch is freshly prepared and served on time the school canteen will not be able to warm-up any outside meals brought by the students.

There is a school café that serves hot beverages, juices and snacks, which may be purchased by students during break times. The café operates from 8am to 4pm on workdays during the whole term.

2.7. Essential contact information

The school office hours are from 8am to 4pm.

E-mailing is often the easiest way to contact the school. As a general rule, the school staff e-mail addresses are: firstname.surname@akademeia.edu.pl,

e.g. marcin.szala@akademeia.edu.pl

All formal school communications should be addressed to the Headmaster.

2.7.1. School reception

Phone: +48 22 2998787

E-mail: reception@akademeia.edu.pl

2.7.2. Leadership team

Executive Headmaster: Mark Moore

E-mail: mark.moore@akademeia.edu.pl

Deputy Head (pastoral & operations): Marcin Szala



E-mail: marcin.szala@akademeia.edu.pl

Deputy Head (academic): Dr Karolina Watras

E-mail: karolina.watras@akademeia.edu.pl

Bursar: Ewa Milewska

E-mail: ewa.milewska@akademeia.edu.pl

The School office phone: +48 22 22998788

2.7.3. Heads of the Houses and Mentors

During the first term of 2018/2019, the students of each House will propose their own names, at the start of the term, placeholder names are in use: 'red' and 'blue' house.

House 'red'

Dominika Fiolna	Co-Head of House	dominika.fiolna@akademeia.edu.pl
Kingsley Wray	Co-Head of House	kingsley.wray@akademeia.edu.pl
Paweł Chróstowski	Assistant Head of House	pawel.chrostowski@akademeia.edu.pl
Dr Adam Anders	Mentor	adam.anders@akademeia.edu.pl
Kay Czepli-George	Mentor	kay.czepli-george@akademeia.edu.pl
Dr Marta Dżoga	Mentor	marta.dzoga@akademeia.edu.pl
Anna Tryc-Bromley	Mentor	anna.tryc-bromley@akademeia.edu.pl

House 'blue'

Magda Kobosko	Head of House	magda.kobosko@akademeia.edu.pl
Jan Lądziński	Assistant Head of House	jan.ladzinski@akademeia.edu.pl
Ryan Bromley	Mentor	ryan.bromley@akademeia.edu.pl
Monika Koblak	Mentor	monika.koblak@akademeia.edu.pl
Dr Giovanni Peralta	Mentor	giovanni.peralta@akademeia.edu.pl
Amy Stuart	Mentor	amy.stuart@akademeia.edu.pl



2.7.4. Work experience and volunteering

Maryna Czaplńska

E-mail: maryna.czaplinska@akademeia.edu.pl

2.7.5. The Examination Center

Laura Trzeciak (Examination Officer)

E-mail: laura.trzeciak@akademeia.edu.pl

Phone: +48 22 2998790

E-mail: examcentre@akademeia.edu.pl

3. Use of the building and grounds

3.1. Student safety

The school provides a safe learning environment for all students. There is a team of on-site personnel to ensure that the school buildings and grounds are secure and safe to use during the school day.

We ensure that students do not have unsupervised access to potentially dangerous areas, such as the science laboratories, sports hall, dark room or the art studios. Doors to these areas are kept locked at all times when not in use.

Art students who have undergone appropriate training and who are put on the list of designated users by the Art Studio Curator may use the art studio independently. They may not bring other students into the studio while there is no teacher or curator present. They may also be summarily removed from the list of designated users by the Curator at any time.

Students do not have access to the maintenance and catering areas of the school building.

Students cannot stay within the school premises or grounds past 9pm, unless they are attending an activity directly organised and supervised by a member of staff.

Students are only allowed on site during the school holidays to attend an activity directly organised by a member of staff or as a holiday course.



All students and members of staff are issued with school ID cards. They must show them when asked to do so by security guards or other members of staff.

3.2. Security & CCTV

The school operates a limited number of CCTV cameras at the entrances to the school site and around the school for security purposes.

3.3. Visitors

All visitors must report to the main reception desk upon arriving at the school. Students are not allowed to invite guests unannounced to the school; all guests must be vetted and approved in advance of their arrival by the school office. Guest will be issued with temporary ID Badges, which they need to wear while on the school premises and must return to the reception when leaving.

3.4. Deliveries

The school cannot accept parcel deliveries (including food deliveries) for students unless expressly authorised and then collected by a teacher.

3.5. Student lockers & bike racks

Each student is provided with a locker for the duration of the academic session in which personal items should be stored. Any student property left at other locations around the school may be disposed of. At the start of the academic session, students are issued with a locker key that is their responsibility for safekeeping. Students who lose their locker keys will be charged the cost of replacing the lock and/or key. Students are not allowed to decorate either the interior or exterior of their lockers (e.g. by affixing stickers or pictures/photos with the use of adhesives; painting or in any other way altering or damaging their locker). Students are responsible for the cleanliness of their locker. Perishable goods such as meat, fish, dairy, fruits etc. must not be stored in lockers. The school staff may inspect the students' lockers without any particular suspicion or reasonable cause; such an inspection will be done in the presence of the student. Students are to return their locker keys to the Reception at the end of each academic session and the school office representative will be inspecting the lockers then.

Bike racks are found in front of the school; all bicycles in use by students should be left there. Students are not permitted to bring bikes into the school building under any circumstances. The



school is not responsible for any damage or theft of parts/the entirety of the bike whilst bicycles are on school property.

3.6. Care of school property

In accordance with the students' code of conduct, students must take care of the school property and may be liable for any damage they do to school property that exceeds everyday wear and tear. This includes both the wilful and accidental breakage of equipment, including science, musical, sports and art equipment, as well as the overall general school equipment.

3.7. Fire Alarms and evacuation

The school is equipped with a central fire alarm system. Upon hearing the alarm, the students should leave the school building using the specified evacuation routes and proceed to the assembly point. A fire alarm drill is conducted regularly for all members of the school.

3.8. First aid and medication

There are trained members of staff who can conduct First Aid. Should the need arise for such an intervention, students should immediately notify the reception desk, which has a list of first aiders on duty. If it is not possible to notify the reception desk, the student should alert any member of the staff.

Staff members cannot administer or give students medicines.

Those students suffering from a particular medical condition (e.g. diabetes, asthma) need to inform the school of their circumstances, initially on the school registration form, and also in writing to the student's mentors. For those students with a medical issue requiring long-term medication for conditions such as severe allergies, diabetes and asthma, an agreed Health Plan will be established between the parents and school.



4. Academic life

4.1. Academic program

The school's academic curriculum is overseen by the Deputy Head (Academic) and it is outlined in the Curriculum Policy.

4.1.1. Year 10

Students will follow a broad curriculum that will allow them to make suitable choices of study for the next year (in the third term), when they will choose their Main Academic Focus block of subjects. Students are required to demonstrate academic ability that will allow them to successfully complete their studies within chosen Main Academic Focus block. Students and parents will also choose a Modern Language (the school guarantees provision of French, German, and Spanish).

Students also choose electives.

4.1.2. Year 11

Those students joining in Year 11 will follow a one year pre A-Level program in which they will study core subjects; they will then choose one Main Academic Focus (MAF) block (Natural Sciences, Social Sciences or Humanities) as well as choose their elective subjects.

Those students continuing from Year 10 will sit their chosen GCSE exams.

All students need to choose their A-level subjects in the third term of Year 11. Academic requirements for A-Levels (based on GCSE subjects and exam grades) are published by each department; usually students will be required to score 70% or higher in their end-of-term exams and/or achieve at least an A on their GCSE exam in that subject in order to qualify. If a student does not meet a department's academic requirements, the school reserves the right to prescribe which A-levels the student is allowed to pursue.

4.1.3. Year 12

Year 1 of the A-Level program. Students follow the first year of their chosen A-Level subjects. Depending on the specification, they may sit some modules in the June exam session at the end of the first year of study. Students who have been with the school in the previous year and follow the Polish Program will sit the full A-level exam in Polish.

Students considering attending US Universities begin preparations for their SAT/ACT exams.



4.1.4. Year 13

Year 2 of A-level program. Students complete their A-levels, sitting final exams in May/June of the session. In term 1, students prepare their applications for university admission for both the UK and US.

4.2. Exams & graduation requirements

At the end of each term, students sit the end-of-term exams. If they are sitting external exams (GCSE, AS, A-Level) in a given term, they will not have to sit internal exams in those subjects as well. Grades from the students' end-of-term exams (percentages) will be recorded on individual official transcripts.

Students are required to achieve an average of 55% on all end of term II and term III exams to be allowed to continue attending the school in the next academic session.

If a student fails to achieve at least 55% in their end-of-term II exams, they are put on probation, and they must achieve a 55% average in their end-of-term III exams.

If a student achieves the required results in term II but not in term III the situation is discussed with the Headmaster. The school reserves the right to decide whether the student is allowed to stay in school, and if so, on what conditions.

4.3. Electives

The school aims to provide a varied and stimulating curriculum. This includes a structure of elective subjects that students can opt into. Elective subjects can be used to further the interests of the students, preparing them for advanced studies, successful performance in contests (Olympiads), to develop their interests and passions, and to engage in projects.

Most electives will be year-long. Some of them are year-restricted (i.e. only for Year 11) and some are multi-year electives (e.g. Music Band). Some electives (academic) will have end-of-term exams.

The school provides a list of possible electives at the beginning of each academic session. Students can choose up to four electives in a given term, and it is expected that they will keep doing them for at least one term. Students are allowed and encouraged to suggest their own electives. In this instance, four students have to commit to attending their proposed elective for at least a term. The



school wants the choice of electives to be well thought out by the students. Therefore, if a student drops an elective he or she cannot, in its place, take up another elective during that term. He or she may join another elective in the following term at the discretion of the Deputy Head (academic). Students are encouraged to discuss their choice of electives with their mentors.

A group of at least four students is needed to begin an elective. The school may decide to start an elective with a smaller number but this is not guaranteed. If an elective is started for a group of students where several students subsequently resign, bringing the number of students attending the elective to less than four, the school may decide to stop the elective altogether.

4.4. Supervised Study Periods (SSP)

The school encourages students to develop the habits and skills necessary for successful independent study. All students have scheduled Supervised Study Periods in their timetables. Students are expected to treat these as lessons, and their attendance will be monitored. SSPs are there to help build the habit of regular independent work and are scheduled in designated quiet learning spaces.

4.5. Progress reports & grades

In the middle of each term, students and parents receive school reports with feedback and comments on the students' performance that term. These are firstly discussed with the students (by their mentors) and then sent to parents. These reports provide essential information on a student's academic progress and their work ethic.

There are no end-of-term/end-of-year grades. Students sit end-of-term exams and their results (as a percentage) are reported to students and parents.

Individual teachers determine the precise means of frequent knowledge-checking throughout the course of the academic session (e.g. quizzes, homework, tests). These grades (if given) do not form part of the official transcript. If a student requires further feedback they are encouraged to ask their teachers for it.



4.6. Learning support

The school reserves the right to appoint additional lessons in English as a Second Language (ESL) for a student, and to determine for how long such lessons are required.

Students with learning difficulties will receive support from the school; however, in serious cases, the school may suggest further work with an external psychologist or other educational professionals.

The school may organise additional lessons for a student (at the parents' request) if it is logistically possible for the student and their teacher. These should not be with a teacher who is responsible for teaching the student within regular class hours, and they are to be paid for additionally on top of the school fees.

5. Pastoral Care and school community

5.1. Houses

All students are members of one of the 'Houses', which is a cross-year community of students. Within their houses students organise various projects. Houses also compete against each other in sport and other activities. Houses give students the opportunity to develop leadership and team-working skills.

5.2. Mentors

Each student has a mentor, who is concerned with student's well-being and acts in loco parentis for students while they are at school. Students should approach mentors with any school issues they may have; their mentor will be either able to resolve the issue or to refer the issues onwards.

Mentors discuss termly progress reports with students, as well as their subject choices, co-curricular options and initial university choices.

Mentors are the parents' point of contact within the school – most school communications specific to a particular student should go through a student's mentor. An exception is in reporting an absence from an unforeseen illness, which should be sent to the school office. General questions



about the school (about school procedures, term dates etc) or about financial settlements should be directed to the school office.

5.3. Counselling

There is a school counsellor available to meet with students for individual consultations. Students should make an appointment to see the counsellor either through their mentors or through the Deputy Head (pastoral).

5.4. The Students' council

Students organise a student council that represents the student body in front of the school management. The rules of the student council are proposed by the students and approved by the school.

6. Co-curricular activities

6.1. Sport

Sport is an important part of any young adults' development. Every student is required to participate in one team sport class a week. In Year 12 and 13 students are allowed to choose one with the programme that they like, however, it should be taken into consideration by the students planning their schedules that sports are held at the same time as electives.

Students can attend more than one class/program. Also, students can propose sport electives to the director of the PE program. Some sports activities may happen over weekends. Typically, the penultimate - second to last day of each term is a designated Sports Day.

6.2. Volunteering

Students are encouraged to volunteer during holidays or after classes. The school helps with this through the Volunteering Office, which can provide advice and contacts to known NGOs etc.



6.3. Music lessons

The school can arrange individual music lessons in most instruments. These lessons are paid for in addition to the school fees. Lessons can be cancelled with one month's notice. If student is ill or otherwise unable to attend school, the school office will attempt to reschedule the lesson if possible.

6.4. School outings and trips

The school organises outings and trips to further the students' education. Obligatory trips and outings are included in the school fees. Some, but not all, elective outings are paid for by the school. In such cases, those students who sign up but then fail to attend, for whatever reason, are bound to pay the cost of tickets, transport etc. that was borne by the school.

The school's code of conduct applies to all students at all times, in all locations whilst on an outing or tour.

The school will ensure that outings and trips are planned and conducted in such a way as to ensure the safety of all students.

Parents and students will be notified in advance of the dates, programs, and possible costs of all planned outings and trips.

7. Student conduct

It is expected that each student's behaviour will be exemplary at all times and in all places. This is achieved through a code of conduct that promotes good relationships, allowing everyone to work together in an effective and considerate way. Pupils are taught to have respect for others, to be helpful and to have an awareness of the responsibility they have for their own actions and the consequences of their actions. We praise and reward students for good behaviour in a variety of ways. The school employs a number of sanctions to enforce school rules, thereby ensuring a safe and positive learning environment.

7.1. Student Code of Conduct

All Akademeia students should see themselves as role models and should treat other students and staff, both teaching and non-teaching, with courtesy and respect at all times.



Good attendance rates, a committed attitude to work, a smart appearance and exemplary behaviour are the fundamentals of a successful approach to school.

- All lessons are compulsory and students must present themselves on time to each lesson, being well prepared with the correct books and equipment and ready to make a worthwhile and valuable contribution during class.
- Students are expected to perform at or above their target grade throughout their time at Akademeia. We know that for a variety of reasons this is not always possible, and if students experience such difficulties in achieving their targets, appropriate support measures designed to help the students improve will be put in place.
- Students must ensure that all homework is completed on time, and that they meet all coursework deadlines punctually. Students are expected to work independently during supervised study periods and at home to ensure academic success.

7.2. Alcohol, smoking and drugs

The school recognises that substances and illicit drugs are widely and increasingly available and are used by teenagers from all backgrounds; it sees this as an issue that all schools must address seriously. The school also believes that the vast majority of parents, staff and pupils wish us to take a very firm stand against the abuse of drugs. It is explicitly forbidden for students to use illicit drugs or other substances, or for them to consume alcohol or smoke either on or off school premises for the duration of their careers at the school.

The school's policy is:

- to vigorously and actively discourage the abuse of illegal substances and illicit drugs through drug awareness education, through pastoral care, and through a firm disciplinary framework that treats the supply, possession and use of drugs by its pupils as serious breaches of the School's Code of Conduct;
- to do all we can to equip our students with the moral courage to reject those parts of youth culture that may be harmful to them;
- to maintain an environment that is free from illicit drugs and their paraphernalia, and free also from a culture in which the use of drugs and other harmful substances is glamorised;



- to ensure compliance with Polish and European criminal law, under which it is an offence for any person to possess, use, supply or sell illicit drugs, or for the school's premises to be used for those purposes.

This policy applies whenever a student is in the care of the school, including whilst being on school trips, as well as to incidents that may arise outside of school involving pupils, which includes social media.

7.3. Academic Integrity

Academic integrity includes the values of trust, respect, fairness and honesty in a student's work. Akademeia prides itself on its academic ethos and aims to develop a strong academic community throughout the entire student body.

We encourage students to develop a number of key skills that include:

- Evidence of independent thought;
- Critical thinking and the ability to compare other people's theories and/or evaluate evidence to reach conclusions independently;
- An ability to clearly reference other people's ideas and therefore implicitly show that everything else in the piece of work is the student's own research.

What is plagiarism?

Plagiarism is the inclusion, by a student, of any idea or linguistic formula taken from another source without giving due credit to that source through the accurate citation and referencing of that source in the student's own work. This applies whether the source is in print form (books, journals, other printed media) or is electronic (websites, podcasts), published or unpublished (e.g. university theses), or is the work of any other person.

Examples of plagiarism include:

- Handing in another student's work as your own.
- Copying an essay or some text from a source without proper acknowledgement.
- Paraphrasing materials from a source text without appropriate referencing.
- Using someone else's ideas or arguments without acknowledging them.



- Using statistics, tables, figures, data, diagrams or images without due acknowledgement or reference.
- Handing in material downloaded directly from the Internet.
- Submitting, in whole or in part, work that has previously been submitted at Akademeia or elsewhere.
- Using software programs that arbitrarily incorporate material from unknown/undeclared sources into written work.
- Buying or commissioning work, such as essays, which are written by “ghost writers” but which are submitted as the student’s own work.



8. Appendices

Appendix 1: Complaints Procedure

1. Introduction

1.1. The definition of a complaint: a complaint may be made about any matter that a parent is unhappy about, and for which they seek the school to take action.

1.2. This policy describes the three stage complaints procedure for parents to follow:

* Stage 1: the informal raising of a complaint with a member of staff

* Stage 2: a formal complaint submitted in writing to the Headmaster

* Stage 3: a reference to the Complaints Panel of the Advisory Board

The school aims to resolve any complaints in a timely manner.

2. Policy aim and statement

2.1. Aim: the aim of this policy is to ensure that complaints are managed sympathetically, efficiently and at the appropriate level, and that they are resolved as soon as possible.

2.2. Policy statement: complaints should be raised at the appropriate time and not retrospectively if there is any cause for dissatisfaction.

3. The management of complaints

3.1. Complaints Co-ordinator: the two Deputy Heads are responsible for the administration of the Complaints Procedure. The Deputy Heads:

- are the first point of contact for parents and pupils;
- ensure that all employees are aware of and familiar with the complaints procedure;
- monitor the keeping, confidentiality and storage of records in relation to complaints;
- report regularly to the Headmaster on these and other matters that may arise.

4. Stage 1: Informal complaint

4.1. Informal complaint: in the overwhelming majority of cases complaints can be resolved informally. Examples might include: a complaint about an aspect of teaching or pastoral care; a timetable clash; some issue with an aspect of the school's systems or equipment; a billing error.



4.2. Notification: please raise the initial complaint as follows:

4.3. If the matter relates to teaching and learning, then with the Deputy Head (Academic).

If the complaint relates to welfare matters, then with the Deputy Head (Pastoral).

Any complaint about a disciplinary issue should be raised in the first instance with the housemaster/mistress who will consult with the Deputy Head (Pastoral).

4.4. Queries relating to accounts should be put in writing to the Bursar.

4.5. Unresolved informal complaints: a complaint which has not been resolved by informal means within 15 working days should be set out in writing to the Headmaster, and will be dealt with in accordance with Stage 2 below.

5. Stage 2: formal complaints

5.1. Notification: an unresolved complaint under Stage 1; or a complaint which needs investigation at a more senior level; or a complaint about the school's policies, procedures, management or administration, should be set out in writing in detailed description and sent with all relevant documents to the Headmaster.

5.2. Investigation: the Headmaster may then ask one or more senior member(s) of staff to act as "investigator(s)". The investigator(s) may request additional information from a parent and will probably wish to speak to parents personally, and to others who have knowledge of the circumstances giving rise to the complaint. The outcome of the investigation will be reported to the Headmaster who will then notify parents in writing of his decision and the reasons for it. Written records of the decision will be kept.

5.3. The Headmaster aims to inform any complainant of the outcome of an investigation and the resolution to the complaint within 28 working days of receipt of the complaint.

6. Stage 3: Reference to the Complaints Panel of the Advisory Board

6.1. If a parent is dissatisfied with the decision made by the Headmaster at the outcome of Stage 2, the matter can be referred to the Complaints Panel of the Advisory Board. Please note that when the Panel convenes, they will review the complaints at stages 1 and 2, and they cannot consider any new complaint that has not been previously raised through the appropriate channels.

6.3. If, after establishing the facts, and after reviewing the handling of the complaint at both stages 1 and 2, the Panel considers that the complaint is justified, they will uphold and remedy the



complaint. If not, they will dismiss the complaint. They will make these decisions based on the balance of probabilities.

6.4. It is not within the powers of the Panel to make any financial award, nor to impose sanctions on staff, or on other pupils, or other parents. Nevertheless, the Panel may make recommendations to the Headmaster in light of its decisions.

6.5. Notice of hearing: every effort will be made to enable the Panel hearing to take place as soon as possible within 15 working days of the receipt of the request for the complaint to proceed to Stage 3.

6.6. Evidence: the Chair of the Panel will conduct the hearing in such a way as to ensure that all those present have the opportunity to ask questions and voice their concerns. The hearing is not a legal proceeding and it is not necessary for either party to seek legal advice.

6.7. Conduct: all those attending the hearing are expected to show courtesy, restraint and good manners.

6.8. Decision: The Panel's decision, findings and any recommendations may be notified to the parents at the hearing and subsequently confirmed in writing. Reasons for the decision will be given.

6.9. Private proceeding: a hearing before the Complaints Panel is a private proceeding.

6.10. Confidentiality: a written record will be kept of all complaints, detailing whether they are resolved at Stage 2 or proceed to a panel hearing. Written records of the Panel hearing remain confidential to the parties involved.