



YASS HIGH SCHOOL

We value respect, responsibility, safety and learning.

Principal: Paul F. Bills B.A. Dip. Ed. Deputy Principal: Louise Pinson B.A. (Hons) Dip. Ed.

Drew and Annah Ride for Can Assist

Dear Readers

As you all probably are aware, we have been raising money for Can Assist since July, while riding 500km in the NRMA Gold Medal Bicycle Challenge. To complete the 500km, it only took us 25 rides, which were ridden in rain, hail and sunshine. Nothing would have been possible without our trusty companions "Kent" & "Malvern".



We have ridden every street in the Yass Town and many out of town destinations. Our longest ride was to Murrumbateman which there and back was 52km, followed closely by our very hilly ride to Good Hope and back.

Our journey on the bikes has not always been fun and games. We have faced challenges with the weather, the bikes and our coordination. On our first ride Malvern's pedal completely fell off and as we really had no bicycle mechanic experience, we were stranded in the rain asking bystanders and the skate park crew to help us! This was one of the many times that Malvern had mechanical malfunctions, and ever since the first time, there has always been a rope packed in the backpack, just in case any towing was necessary.

Many thought we were crazy out riding in the rain; we disagreed, until we got stuck 6kms out of town in a hail storm and horrific winds with no shelter or appropriate clothing.

When we arrived at Good Hope we were bewildered after the long, hot and uphill trek out, and accidentally crossed each other's paths. As a consequence Drew went flying off the bike onto the gravel road. Fortunately we were well equipped and had a first aid kit at the ready.



As a result of many police notifications about the riding laws, we invested in helmets, and eventually brought high visibility vests for our own excitement. Not long after we brought vests, we were given NRMA high visibility bags, which increased our safety levels.

We would like to thank all the staff and students of our school for the support and donations provided. Without your support we wouldn't have been so successful. When we first started we aimed to raise \$1000, which afterwards we thought we had bitten off more than we could chew.

With the donations from the community we have tripled our aim, reaching over \$3000! Not only will the money raised go to a great local cause, but it has made a significant impact on our lives and has been an experience that we will never forget.

by Drew MacArthur and Annah Witt



40 Hour Famine Success

Last week, the school was presented with an award of High Achievement by Simon Daly from World Vision. Simon sincerely thanked students and staff for their support of the 40 Hour Famine and commented that raising over \$4000 was an amazing achievement for a small school.

Thanks go to Ms Annette Halley-Barberis for her organisation and supervision of the Film Night which marked the start of the 40 Hour Famine weekend and to all those students who went without food, furniture, electronic equipment or other 'necessities' to raise awareness about the plight of people who do not share our benefits and to raise money to assist them. The generosity of parents, family members, friends and community members is also appreciated.

Celebrating Our Achievements

Term 4 has flown by with many significant achievements by our students to celebrate. You will read about some of them in these pages. Students who have made a special effort in their classes and those who have achieved academic excellence will be acknowledged in various ways this week: at our Presentation Evening on 9th December and at Celebration Assemblies the next day.

Presentation Evening is one of the highlights of our school calendar and it is always a delight and a privilege to focus on student achievement in front of our school community. One of the strengths of Yass High School is the community support we receive and this can be seen in the generous donations from local businesses which make it possible for students to receive significant awards.

This year, Mr Paul Greer, School Education Director, is a special guest. Mr Greer is retiring after many years' service to public education in our region and we wish him well. I would like to acknowledge the hard work and dedication of our staff who have put in hours of work to prepare for this night and the assemblies on 10 December.

This week we also acknowledge a milestone for our Year 10 students who have completed Stage 5 of their schooling. They have enjoyed a week of work experience at a variety of work places in (and beyond) Yass and completed a range of activities as part of our School to Work Program. We wish them a relaxing holiday before they embark on their senior school studies.

Mr Paul Bills will be returning to the Principal's chair at the start of 2011 and I will return to Deputy Principal duties. Sincere thanks to Mr Andrew McAleer who has done a wonderful job as Deputy Principal for the last 3 months. As this will be the final InTouch for 2010, we would like to take the opportunity to wish students, parents, staff and our many supporters in the local community a Merry Christmas and a Happy New Year. We look forward to working with you again next year.

Louise Pinson
Relieving Principal



Victor Chang Awards

Last month the region recognised excellent senior science students at a ceremony at the University of Wollongong.

The Victor Chang Cardiac Research Institute publically acknowledged 22 students who had been nominated by their schools for their outstanding achievements in Preliminary science courses.

Tom Pinson received the award for Yass High School. Tom studies physics, chemistry and biology and was placed first in each of these subjects at the end of the Preliminary course. His teachers nominated him for his love of learning and his commitment to excellence in science. His prize included the opportunity to visit the Victor Chang Research Institute in Darlinghurst and participate in experiments in their laboratories.

Associate Professor Sally Dunwoodie of the Institute and Maria Gray-Spence, Regional Director, presented the awards and acknowledged not only the students' achievements but the importance of the teachers who had inspired and challenged them and the parents who had supported them.

Anjali Iyer, of Smiths Hill High School gave a wonderful performance of 'Dare to Dream', echoing the theme of the ceremony (and Victor Chang's life and legacy): *If you can dream it, you can do it.*

Lions Youth of the Year

This year, Yass High School had two nominations for the Lions Youth of the Year Quest. Nathan Furry and Tom Pinson were both excellent candidates with a long history of school, community, sporting and cultural involvement. The boys prepared their application and were interviewed by a panel of three who asked them about their achievements, their service record and their own qualities.



On Thursday 18th November, the boys and their families attended a special dinner meeting of the local Lions Club. The boys gave short impromptu speeches on whether the money spent on sporting events should be diverted to national issues such as climate change and on whether the traditional print newspaper was still relevant. Nathan then gave his prepared speech on the historical and contemporary importance of volunteering and serving others and Tom spoke on the opportunities and dangers associated with genetic modification. Both boys spoke well, challenging the audience to think about the issues they were raising.

Tom was named as local Lions Youth of the Year and now goes on to represent Yass at the next stage of the competition in Mittagong in February.

Congratulations to Nathan and Tom for representing the school so proudly.

Thanks to Alix Drew and the Yass Tribune for the photos, taken on the night.

Volunteer Acknowledged

Caitlin Nelson, 2010 school captain, was chosen as the South Coast and Southern Inland Young Volunteer of the Year at a ceremony in Yass last month.

Caitlin was nominated for her tireless work on a range of projects throughout her time at Yass High School. As well as being an outstanding fund-raiser for the concert band and an active SRC member, Caitlin's energy and commitment has made events such as the 40 Hour Famine a success at the school.



Caitlin was surprised and delighted to receive the award saying, 'There are lots of people who help out'. Caitlin stands out because she doesn't just work hard herself, she inspires others to join her.

Thanks to Caitlin's Dad, Kim Nelson, for supplying pictures of the event.



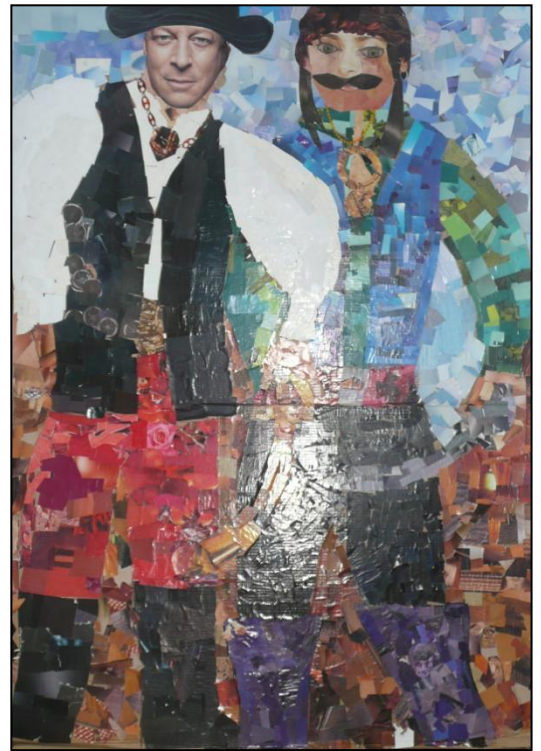
International Day of Disabilities

Our Support Class students won 1st and 2nd places in Yass Disabilities Day Art competition. There was a cake to celebrate our services in Yass.



A group collage inspired by our trip to see The Pirates of Penzance won 1st prize.

Our seniors spent a whole term writing and illustrating picture books for young children. Andrew Todd's story, The Lost Magpie, won 2nd prize. We now want a publisher.



Our students all enjoyed socialising with our service providers and old friends from school.



Thanks to the Yass Tribune for the photos

Special Provisions for the School Certificate and HSC 2011

Some students need assistance at exam time to ensure that they are given the opportunity to show their true ability. This may take the form of extra time to complete tasks or the use of a reader and/or a writer.

If your son or daughter has specific learning needs and may be eligible for such assistance, please contact our School Learning Support Teacher, Mrs Penny McGregor. She will arrange the necessary assessment to be completed and sent to the Board of Studies who will determine the level of assistance the student is entitled to. Once that assistance is determined, the student can access it for every school test or state examination that is completed.

Rewarding Positive Behaviour

Last month, students who regularly reflect our school values (respect, responsibility, safety and learning), went on an excursion to Canberra to enjoy a well-deserved day of fun. Buses were paid for by the school, making it an affordable day out.



Year 9 and 10 students chose between a visit to the zoo and a chance to see the latest Harry Potter film. This latter option proved the most popular. The zoo trip, which included a chance to feed the tigers (with tongs and through the bars) was the choice of many students in Years 7 and 8 although some opted for a few games of ten pin bowls at Belconnen.

Year 11 who have many assessment tasks this term, opted for a free lunch which they enjoyed earlier this week.

Congratulations to the students for their excellent behaviour at school and on the excursions. It is great to have so many people demonstrating our school values in the way they behave.



Attendance at school

New government regulations this year mean that students must attend school until the age of 17. This law acknowledges the importance of formal education beyond the age of 15. Most students who begin their Preliminary studies at Yass High School continue to achieve their HSC qualification and we expect this trend to continue.

Parents are reminded that they cannot 'excuse' their child from attending school because they are working casually in the local community. There are many advantages about students having casual work outside of school hours but this must not interfere with their primary obligation of attending school.

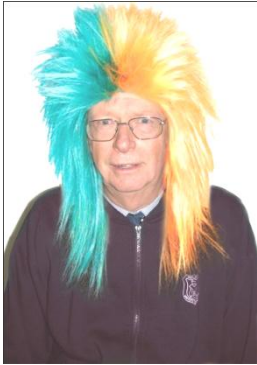
Learning to balance the conflicting demands of studying, working, sporting, family and social commitments is an important life skill and parents are encouraged to support their sons and daughters as they work to meet these demands.

Year 9 Girls + Maths + Science Summer School

Congratulations to Kirsty Hansen, Brooke Selwyn, Sian Minary-Bland, Caitlin Farmer and Kaitlyn Packe who have been chosen to attend the annual Summer School at the University of Newcastle this week. Past students have thoroughly enjoyed this week which promotes the selection of maths and science subjects in the senior years and encourages girls to consider non-traditional careers. We are certain that this year's group will also have a wonderful time.



Farewell to staff members



Mr Warwick Sicklen, Head Teacher HSIE is retiring at the end of this year. Mr Sicklen has been a hard-working and popular teacher known for the many enjoyable excursions he has organised to allow students to experience a variety of places within and outside the Yass district. Mr Sicklen has also enabled our rugby league teams to compete in regional competitions over the years. While Mr Sicklen will not be working full time next year, his love of teaching and his high regard for our students means that he will be returning to work casually at the school next year.



We also extend our thanks and appreciation to Mr Wayne Headlam who has worked in the mathematics faculty this year. Mr Headlam brought a wealth of experience teaching within and beyond NSW and shared his love of mathematics with our students. We wish him all the best in future endeavours.



Earlier this term we said goodbye to two temporary teachers who have worked hard for our students. Mr David Bouckley worked in the maths faculty and Mrs Margaret Adams in HSIE. Both enjoyed their time at Yass High School.

While there are other teachers whose contracts finish this year, we know (or hope) that they will continue to contribute to the school as casual teachers next year. Thank you all.



Our Yass High School Experiences by students of the Support Class

“We went to Canberra Zoo and had a good time especially when one of us fell into a fence. We thought the animals might get him but we were all safe.”

“We visited the Soldiers Club regularly to have drinks and chips and play pool. It was good fun to be out.”

“One of our best excursions in the past was to Wollongong. We had dinner at a great Italian restaurant, played on the beach and visited Jamberoo Ski Park.”

“Laura has enjoyed travelling in the car with Ms Webbe and laughs a lot. She has particularly loved going to the theatres and concerts, especially ‘Pirates of Penzance.’”

“We have enjoyed many activities at school. Daniel has enjoyed his work experience time with Ron on the farm.”

“We have had many great excursions including having a lovely day at Mountain Trails where we played basketball and had a lot of fun doing archery.”

“We have worked hard this year doing maths, cooking and writing a play. It has all been fun.”

We did not want to leave the beach



We all did the Hokey Pokey



Positions Vacant – School News Reporters and Photographers

Would you like to be one of the School News Reporters and Photographers? You get to record news events as they happen in school and submit them to the InTouch, website or the Yass Tribune. Natasha Wilson and Caitlin Nelson have been doing the job for years, and we thank them for their efforts, but now they are leaving it is a great opportunity for others to get involved. See Mr Saville if you are interested.

Maths Club Quest to Questacon

The Yass High School Maths Club went to Questacon on November 16th to witness the weird, wonderful and bizarre experiments going on at the Questacon facility in Canberra, encountering Price Fwah from the planet Fwah and his very useful bucket of liquid, otherwise known as Liquid Nitrogen.

Questacon had a wide range of exciting things which aimed at both educating and entertaining us. The Free Fall and Curve Ball activities were the most popular of the day, as we all attempted both and had plenty of fun. Free falling is an exercise that gives you quite the feeling of adrenaline as it is a shock to feel the full force of gravity on your body (now would be the best time to add that gravity is 9.8 meters per second). Many who were prepared to attempt this quickly backed away due to the very steep descent. Once tried, however, you quickly realize how curved the actual fall is, and that the absolute vertical fall is not so vertical after all.

The curve ball was also quite entertaining to play, as it required us all to think carefully about how we threw the ball. After many attempts, we eventually gained a greater understanding of how the forces worked when under centripetal force.

Mathematics and its many branches are well in practice to both entertain and educate at Questacon.

by Nathan Furry



Fwah with his Fwiends from the Yass High School Maths Club

Year 10 and 12 Formals show off our best side

On the 13th of November 6:30pm the year 10's celebrated the end of the year at the soldiers club, where they held their formal. They looked amazing in their tuxedos and dresses. Photos were taken down at River Bank Park and group photos at the courthouse at 5:00pm. They danced the night away to well known hits. The formal was supposed to be an awesome time but, most people thought it was fantastic. They planned their own formal at the start of the year. The year 10's were looking forward to it as soon as it got closer to the day. Towards the end of the night some decided to take off to the Yass rodeo to watch the bull riding.

By Kahlie Bush and Kineta French

What a huge year to celebrate! And celebrate is exactly what Year 12, parents, teachers, partners and friends did on Friday the 12th of November! The formal was a time of mixed emotions as students celebrated the end of 13 years of schooling, the hard work of their teachers and support of their parents. The formal marked the end of an era and the start of a new beginning.

That morning at YHS, students and teachers started the celebrations with a breakfast cooked by the staff.



This was a great casual way to commemorate the many hours of suffering and dedication to the HSC (by both students and their teachers!), and to say a semi-final farewell. After the breakfast, Year 12 officially signed out of school (Sob sob!).

Next on the agenda was to set up and decorate the Auditorium at the Yass Soldiers Club. A group of about ten devoted students put in a couple of hours work before going away to in turn beautify themselves!

Arrivals and photos took place at 5.30pm at Riverbank Park, followed by single and couple photos at the Soldiers Club. The night included the presentation of each Year 12 member, dinner, awards, cutting of the cake, watching the Year 12 video and a continual embarrassing slideshow of photos from Year 7 onwards!!

The awards were written and presented by Liana Wylie and Stephanie Mihaljevic, and ranged from "Miss Sincere" to "Hobo of the Year Award!!"

Year 12 would like to warmly and sincerely thank all the teachers and staff who have helped them through their high school years, and to all of their fellow students who have made the ride worthwhile. A big shout out goes to Fiona Wykes for her commitment and enthusiasm throughout the year. Year 12 really appreciated your hard work!

A night to be remembered by all, and a class to be missed by all, good bye and good luck Year 12 2010!

*Year 12: formal photos and key rings can now be picked up from the YHS front office
Caitlin Nelson*

Year 12 - 2010



Enjoying Learning in Food Technology and Textiles



Brent Hickey year 10 with his gingerbread house



Victoria Olsen in Year 7 with the scrumptious potato she made



Taylah Wright Year 7 with the wonderful ruffled pillow she made



Jamie-Lee Scorgie Year 8 with the unique pillow she designed



Alethea Boel Year 10 and her very impressive ginger bread house



Danika Bull Year 7 Smiling proudly with her potato face



Drew MacArthur and Annah Witt Year 10 with their Polenta sculptures



Year 12 Hospitality are using different methods of cookery and have made dishes such as rice paper prawn rolls, coq-au-vin and rice pilaf



Ross Armour Year 12 Hospitality cooking a delicious potato salad with spinach and feta cheese turnovers

Band members entertain and show respect to the Legacy Community

On the 24th of November the Yass High School Band performed in front of local residents and some of the surrounding primary schools. All day the band members had been practising to perfect their fantastic instrument skills to entertain the audience that was due to arrive after lunch. The reason for the concert was to raise money for Legacy, an organization who helps families of deceased war veterans.



Band members playing their instruments

Everyone enjoyed the day starting with a barbeque that was supplied by the school, followed by the entertainment from the Yass High School Band. A few band members that I interviewed told me that they really enjoyed the day especially the barbeque, but most of all doing it all for a good cause. I would like to thank Mr Greenwood for his hard work gathering all the band members and all the ex Yass High School Band members that also gave up their time to perform.

By Naomi Menzies

Pathways to Adulthood

At Yass High we are about more than just teaching children how to add up, read and write. We're also about teaching young boys and girls how to become young men and women.

Most of our children naturally take the right path and develop a psychology that leads them on to become active members of their local community, to see themselves as part of something larger than just their own self interests, of clear respectful communication with their loved ones as well as others. There are activities we can do with our children and ourselves to help us develop the attitudes and behaviours we desire in our society.



Natalia Shaw playing on timpanis

Pathways Foundation is a non profit, harm minimisation organisation that has been helping parents develop a pathway for young people to transition from childhood to adulthood for the last 15 years. They are not a religious organisation and have offered to hold free information sessions at Yass High in 2011. If you are interested please ring Yass High and register your interest with our office staff or visit their website www.pathwaysfoundation.org.au

Down on the Farm-Term 4

With the great spring just behind us and rain falling on the roof as I type, it is time to report on what has been taking place on (and off) the school farm for the last term.

The Y9/10 class had begun their study of hydroponics back in Term 1 with a simple classroom based demonstration where we grew a variety of herbs including parsley, chives and basil. While quite successful, we had to wait till the cold winter was over before we could move outside to a more extensive set-up where we could really try out our skills.

Currently we have about 70 lettuce plants, along with a selection of herbs being grown outside in the top ag plot where two pumps provide a constant flow of nutrient solution to plants held in tube pots by a media made up from vermiculite and perlite.



In the photo left, Year 9 student Chloe Cartwright and Year 10's Jarrod Alcorn check Iceberg lettuce growing in 100mm PVC pipe. Behind them are a variety of loose leaved varieties of lettuce growing in 75mm PVC.

Students learn that intensive agriculture like this requires relatively small land area but quite significant inputs of labour and chemicals to keep the system monitored for nutrient supply and the ever-present threat of algae.

At the beginning of the term three students from the Year 9 class travelled to Albury to exhibit two animals they had been preparing throughout the Winter for the Albury Show Cattle Competition.

Rachel McLucas, Caitlyn Farmer, Brooke Selwyn and Kellie Amour (Year 10) took our Murray Grey – Limousin cross steer, “Bouf” and our Angus – Murray Grey cross heifer “Cloud” down the Hume Highway along with Ms Rajchert and Mr Armour to Albury.



Caitlyn, Kellie, Brooke and Rachel stand their animals up for the judge in the paraders' competition

The steer, which was bred from our own commercial cattle herd at YHS, was very successful gaining a first and a second placing in the hoof categories while taking out the lightweight carcass competition.



Rachel is pictured with 'Bouf' (pronounced boof from the French boeuf, meaning beef), standing beautifully in the ring at Albury showing excellent muscling and fat cover for the lightweight steer trade.

The girls also competed in the Junior Judging competition where they had to place four heifers in a ranked order according to their judgments of the animals. Caitlyn Farmer did well to make the spoken final with a number of other competitors having scored 47 out of 50 in the ranking of the cattle.

Having to stand in front of the audience to explain her placing of the cattle was a daunting experience but Caitlyn it handled very well despite having not done it before. Although she didn't gain a placing she is well placed for future competitions now she has had that experience.

In the Cattle Parading competition we didn't achieve any places but all four girls paraded very well against strong competition. Unfortunately, we were not able to split our team between heats so that the girls could each lead a animal they were familiar with but all competitors did their best on the day.

Meanwhile back at school, the Year 11 Primary Industries class has been racing to capitalise on the good season by planting a forage crop to prepare the Lucerne paddocks for resowing next autumn.

This meant spraying out the old crop using the boom-spray to apply Roundup® in early spring after doing trials to determine the best application rate for the chemical. Following this, the paddock was worked up using the disc plough and harrows before sowing down a crop of Forage Brassica in late October. This presented certain difficulties as the rate of sowing was 4kg/ha and this required us to 'bulk-out' the seed with vermiculite so the seeder could achieve this low seeding rate.

With the recent rain and high soil moisture content the crop is coming away very quickly and will be used to feed the weaner rams over summer.

As a testament to the graduating Year 12 class, the new pasture that they sowed in May has been going very well and has already been strip-grazed by the ewes and lambs to encourage better seed formation and balance between grasses and clovers. Year 11 are now expert electric fence operators as a result of this exercise.

Robot Competition

Earlier this year some students from the year 11 information technology class participated in a robotics competition. The aim of this competition was to build a robot from a kit that was supplied to the school and program it to do certain obstacles on the competition day.

This competition will be commencing again next year. The previous year 11 students are now looking to get other students from years 9-12 involved as they think it was worthwhile (because you get free pizza) and heaps of fun. So if by any chance you have ever had an interest in robots please see Naomi Menzies or Mr Saville before the end of this year for more information or to put your name down for the Yass High School robotics team.



Article by Naomi Menzies

Learning with Laptops - DER Project Sharing Day

On Friday the 22nd of October Madi Lyall, Caleb Lees, Owen Carter and Mitchel Swann from Year 10, travelled about an hour to Bradfordville Primary School in Goulburn for the 2010 "DER Project Sharing Day".

The Project Sharing Day was all about presenting our tasks we were assigned by our teachers on our laptops. Our teachers have been planning for us most of the year to create stimulating lessons on the laptops and we were asked to present our learning to teachers and students from other schools.

We arrived to the warm welcome of Julie Thomas, who showed us where the morning tea was set up for everyone to enjoy. At 10:30 Julie gave her welcoming speech and told us what was going to be happening throughout the day. At around 11, the first groups started to present their projects. One of Bateman's Bay High School's groups presented a mathematical project based on Co-ordinate geometry; Wollongong School of Performing Arts presented 3 different projects, Music, Dance and Visual Arts.

After the first group of presentations we stopped for around half an hour to have some lunch. After the lunch break it was time for the second lot of groups to present their projects. Yass High was in this group of presentations. Both groups from Yass High presented mathematical projects. Madi and Caleb did their presentation on Trigonometry, while Mitchel and Owen did their presentation the area of triangles, quadrilaterals and trapeziums.

At the end of the day all of the groups that did a project on the same subject got into groups and did a reflection on how we thought the day went and how we went presenting our projects.

Over all, the day was very enjoyable and we had a really good time.

by Madi and Caleb, Year 10

Students of the Week

Yass High School
Student of the Week
November 2010



Benjamin Wylie
Year 9

National Champion

Yass High School
Student of the Week
November 2010



Eliza Hill

For taking responsibility for
collecting and selling agriculture
produce from the school farm

Yass High School
Student of the Week
November 2010



Tayla Flynn-Jones
Year 9

16 years Long Track
Motorcross Champion

Yass High School
Students of the Week
October 2010



**Owen Carter, Mitchell Swann,
Madison Lyall, Caleb Lees**
Year 10

Represented the school at an interschool
Maths Project Day in Goulburn and
presented 2 Maths projects to the other
schools.

Christmas Carols At



PRESENTED BY



Sunday 12th **DECEMBER**
GATES OPEN FROM 6:30PM
CAROLS FROM 8PM

Featuring the Yass High School Band
& Yass Primary School Choir

Glowsticks, BBQ & Drinks

Available to purchase

FREE Entry

Bring a seat/rug,
picnic and torch!



Please note in case of wet weather:
Relocation to Anglican Church Hall announcements on Yass FM 100.3

AussieHost – Customer Service Program

What is AussieHost?

AussieHost is a dynamic and hands on nationally accredited and award winning customer service training program. This one day course is designed to provide people who are either working, or wishing to work, in the service industry with the skills and attitudes required to handle everyday interpersonal situation positively and professionally to the benefit of the establishment, its staff and customers.

The course creates awareness of the importance of providing a better service to customers and how staff's attitudes towards them, and also to each other, can make all the difference towards building and maintaining a successful and profitable business. **AussieHost** will also assist the participant to enhance their self esteem by building confidence and positive attitudes through inspirational and enthusiastically facilitated activities.

CERTIFICATION: "AussieHost" National Certificate

This nationally accredited award is issued by the Retail Group Training Division of the NSW Retailers' Association and is delivered by TAFE NSW - Illawarra Institute under a formal licensing and partnership agreement.

COURSE DATES & TIMES:

Monday 13 December 2010 (One day: 9.00am – 5.30pm)

COST: \$30 per person

Normally \$125 (new price for 2011)

Includes course manual, refreshments & AussieHost certification

NB: No GST applies due to the course's accredited status.

VENUE: TAFENSW Yass Campus – 51 Church Street, Yass – (Room DG2)

BOOKINGS: Phone Yass TAFE Campus on 6226 1556

Places limited to 25 participants

(Places secured upon receipt of the course payment in full on a first come, first served basis)



COURSE CONTENT:

- What is Quality Customer Service
- Workplace & Personal Presentation
- The Importance of First Impressions
- Excelling in Communication Skills
- Effective Telephone Communication
- Handling Customer Dissatisfaction
- Dealing with Customer Complaints
- Identifying Customer Needs
- Now it's Up to you....

"The people in the front-line ultimately determine the bottom-line"

*This course is funded by Department of Education & Training – State Training Services

Date of Publication – November 2010

While details are accurate at the time of printing, all course details, costs, dates etc are subject to change at the discretion of

TAFE NSW – Illawarra Institute. TAFE PLUS courses are subject to demand.

Seeking Foster Parents

CareSouth is seeking Foster carers in the Queanbeyan and surrounding areas. Foster carers are ordinary people doing extraordinary things caring for children and young people who need a stable, caring and nurturing home environment.

Could this be you?
For more information,
please phone Catherine on 1300 554 260

 CareSouth

supporting children and families

**FOSTER PARENTS AREN'T PERFECT.
THEY'RE JUST REAL.**
REAL PEOPLE MAKE A REAL DIFFERENCE.



 CareSouth
supporting children and families
ph: 1300 554 260

Dazzle Dance Academy



New Dance Classes will be commencing in Murrumbateman in 2011.
Please contact Tanja Robinson 0405 354 087 for more information.



OUTWARD BOUND
Inspiring Australians

Outward Bound courses in the summer holidays

Are you ready to take your life to the next level?

Looking for something for your teenager to do over the school holidays?

GET OUTSIDE!

Outward Bound Australia invites you to challenge and improve yourself with adventurous land and water based activities and leadership development opportunities. !

Anyone can enrol in our Public courses, which makes them a fantastic way to meet outgoing people and make some great new friends.

- The **Navigator** course is 12 days of adventure for youth aged 15-18. The next one starts in the beautiful Australian Alps in the ACT on January 10th!
- The **Pinnacle** Program is a 14 day journey, designed for adults aged from 18 years – up to 75 years. The next one starts in Western Australia's beautiful South West Coast on January 9th!
- The **Family** course is a 7 day wilderness experience for youth aged 13-16 with an accompanying parent or caregiver. The next one starts in the beautiful Australian Alps in the ACT on January 10th!
- **Summit to Sea** is the ultimate adventure: 26 days, three states, great people, an epic, life-changing journey. The next one starts in the ACT on January 10th!

Come and be inspired! Develop your full potential!

To secure your place or to discuss the program further, please contact:

Phoebe Saunders, Public Enrolments Manager on 1800 267 999

Email: PhoebeS@outwardbound.org.au Website: www.outwardbound.org.au

Coming Events

DATE	EVENT
9 th Dec	Presentation Evening 7.30pm
Fri 10 th Dec	Year 10 Final Assembly
Fri 10 th Dec	Years 7, 8 & 9 Celebration Assemblies
Wed 15 th Dec	Last day for students
16 th – 17 th Dec	Staff School Development Days
Fri 28 th Jan 2011	Staff School Development Day
Mon 31 st Jan 2011	Year 7,11,12 return to school & new students welcome
Tue 1 st Jan 2011	Years 8,9,10 return to school
Mon 7 th Feb	Year 7 and new students parent BBQ
Mon 7 th Feb	P & C meeting 7.30pm
8-9 th Feb	Wollongong Uni Discovery Day
Fri 11 th Feb	Swimming Carnival
Fri 11 th Feb	School Band Workshops
Wed 2 nd March	Motivational Media
Thurs 3 rd March	Questacon Circus
Wed 30 th March	Cross Country
1 st – 8 th April	HSC Half Yearly Examinations
Fri 8 th April	Term 1 Ends
<u>Click on the school website for the online calendar</u>	

