Pre-Enrolment Information Guide
ELICOS
We provide the following information clearly to all candidates prior to enrolment.

CRICOS Provider Code: 02599C
RTO: 90982

V2015.1
# TABLE OF CONTENTS

## SUMMARY OF KEY POINTS ........................................................................................................4

## ENROLMENT AND ORIENTATION .........................................................................................5

- **Client Selection** .................................................................................................................. 5
- **Enrolment Procedure** .......................................................................................................... 5
- **Special Needs Assessment** .................................................................................................. 6
- **Orientation** .......................................................................................................................... 6
  - Location .................................................................................................................................. 6
  - Orientation Day ...................................................................................................................... 6
  - Class Sessions ........................................................................................................................ 6
  - Facilities ................................................................................................................................. 6
  - Teaching/Delivery Methods .................................................................................................. 6

## COURSE INFORMATION .........................................................................................................8

- **English Courses** ................................................................................................................ 8
  - English courses structure ..................................................................................................... 9
- **Fees and Refund Policy** ...................................................................................................... 10
- **Refund Policy** .................................................................................................................... 11
- **Transfer Between Registered Providers** .......................................................................... 12

## CLIENT SUPPORT ................................................................................................................13

- **Airport Pick Up** .................................................................................................................. 13
- **Accommodation** .................................................................................................................. 13
- **Homestay Partner** .............................................................................................................. 13
- **Why is Homestay a Great Option?** .................................................................................. 13
- **Student Support** ................................................................................................................. 14
- **Learners’ Needs** .................................................................................................................. 14
- **Student Visas** ..................................................................................................................... 14
- **Overseas Students Health Cover (OSHC)** ...................................................................... 14

## ASSESSMENT PROCEDURES ...............................................................................................15

- **Assessments** ....................................................................................................................... 15
- **Support and Career Services** ............................................................................................. 15
- **Grievance and Student Complaints and Appeals Policy** .................................................. 16
- **Completion within Expected Duration of Study** .............................................................. 16
- **Extension of Studies** .......................................................................................................... 16
- **Attendance** .......................................................................................................................... 16
Summary of Key Points

• You must read ALL of this booklet!
• You must send ALL of the documents listed in the enrolment procedure to the school!
• You MUST attend orientation day!
• If you have a student visa you may work up to 40 hours per fortnight.
• Fees MUST be paid before you start studying.
  o Fees not paid by this time will have a late fee.
  o Fees more than 14 days late will have your eCOE cancelled.
• Internet is free but you should have your own laptop.
• If we cannot teach you your course, we will refund all money paid to date.
  o With conditions we will refund money for:
    ▪ DIBP not giving/extending you a visa
    ▪ You cancelling your enrolment more than 28 days before the course starts
    ▪ If you are enrolled provisionally and you don’t meet the condition
  o We will NOT give refunds for:
    ▪ Changes to your living location
    ▪ Changes to your work schedule
    ▪ If you leave before your study if complete
    ▪ If your visa status changes during study
• Letters of Release can be granted if a student is genuinely disadvantaged or inconvenienced by continuing to study with AAC. Each request will be assessed on a case-by-case basis in line with the AAC policy and procedure and the National Code 2007.
• AAC can arrange homestay, temporary accommodation and airport pickup if you give us 14 days or more notice! Contact the Principal Administrator, Athena Valassas. Fees apply.
• AAC can give you support, or help connect you with qualified professional support, if you have concerns about your health, visa status or study.
• If you have any problems with your study at AAC, please lodge a complaint. If you feel the complaint is not dealt with to your satisfaction, we invite you to contact the Overseas Student Ombudsman.
• You must attend at least 16 hours (80% study load) to avoid being reported to Immigration. You will receive warnings if your attendance is unsatisfactory.
• You MUST inform AAC as soon as possible if your contact details (address, phone number, email address, etc) change!
Enrolment and orientation

Client selection
You will be given an English placement test and an interview in order to place you into the appropriate English level course.

The Australian Academy of Commerce (‘Academy’) does not accept students less than 18 years of age.

Enrolment procedure
To enrol at the Australian Academy of Commerce, follow the steps below:
1. Read the Pre-Enrolment Information Guide
2. Select the course you wish to study
3. Complete the Application Form, or complete our Online Application Form
4. Send the completed form to the Academy via fax, email, by post or in person
5. If your application is successful the Australian Academy of Commerce will issue a Letter of Offer or Conditional Letter of Offer, Tax Invoice and Agreement with Student for the course(s) you have applied for
6. Return the signed Agreement with Student (must be all 5 pages) via fax, email, by post or in person
7. Arrange to pay your course deposit as indicated on the Tax Invoice
8. Once the advance payment for your tuition fees has been received, the Academy will issue your eCoE(s)
9. Upon arrival in Australia visit the Academy and provide us with your contact address and sit the Identify Learners’ Needs interview with Student Services Manager or Student Services Officer
10. Arrive on time for your orientation meeting at the first day of your studies

Required documents from a candidate (*overseas students only):
- Application Form (fill in all details including signature)
- Passport copy* (photo ID & visa statement)
- Letter of Offer / Conditional Letter of Offer
- Signed Agreement with Student
- Application Fee Receipt
- Tuition Fee Receipt
- E-CoE*

Include an application fee of AU$200 in the form of a bank draft made payable to AUSTRALIAN ACADEMY OF COMMERCE or pay by bank transfer to:
Bank Name: Commonwealth Bank of Australia
Account Name: Australian Academy of Commerce P L
Branch Number (BSB): 06 2033
Account Number: 1050 4538
Swift Code: CTBAAU2S
Bank Address: Double Bay NSW Australia:

All applicants are welcome to visit us in Sydney at:
Main Campus
Level 7/ 8 Quay Street
Haymarket NSW 2010
or
Second Site (Language Centre)
2/11-13 O’Keefes Lane
Kogarah NSW 2217
Special Needs Assessment

Please note: All students enrolling in English courses will be given an English placement test upon arrival at the Academy as well as a Learner’s Needs Assessment to determine any special requirements for studying.

Orientation

Location
The Academy’s main campus is in a great location in Sydney’s central business district.

The Centre for English is located in Kogarah a southern Sydney suburb, 15 minutes by express train from the Main Campus.

Orientation Day
On the first day at the Academy, students are assisted with information in the following areas:

- English Placement Test
- Course progress and attendance monitoring
- Course timetable & course content & learners’ needs
- Requirements to receive a qualification and/or end of study documents
- Appeals policy and procedures
- Course deferment and suspension
- Course transfer policy
- Administration fees & refunds policy
- Student support services including legal services
- AusAcademy Online (student access)

Class Sessions
The Australian Academy of Commerce offers morning to early afternoon and late afternoon to evening class sessions for English courses. This is intended to give students flexibility in attendance to suit other commitments. All AAC ELICOS students must study with a full-time load of contact hours per week – which is 20 hours per week.

Students are not allowed to work until their course is in session. Students who received their student visa on, or after, 26 April 2008 also have permission to work in Australia. If the student received their student visa on or after 26 April 2008 they entitled to work up to 40 hours per fortnight while their course is in session. Students’ attendance records will be monitored in the classrooms only.

Facilities
The Academy is currently operating at two sites: Main Campus and Second Site.

The Main Campus is located at the Level 7 of the Prince Centre building at 8 Quay Street, Haymarket in China Town. The whole level is equipped with brand new facilities. The classrooms are furnished with new training equipment including DVD & VCR players, OHP & data projectors, whiteboards, PCs and ergonomic chairs for student comfort. Small kitchenette (fridge, microwave and tea/coffee kettle included) and canteen are also available for student comfort.

The Second Site (Language Centre) is located at Kogarah Business Centre offering brand new classrooms equipped with the latest technology. The management team continually monitors its amenities, equipment and premises to comply with all the relevant government regulations and industry requirements for the effective implementation of the Training Package.

Teaching/Delivery Methods

For English programs:
The Academy has developed its own General English and English for Academic Purposes programs. These programs have been provisionally accredited by NEAS and adhere to NEAS standards. Students will be
given a placement test upon arrival at the Academy in order to determine their English level. As students improve, they will be able to move to the next level. Students will be regularly monitored to ensure that they are in the correct level. Most of the learning is held in training rooms with various teaching methods used including, role-plays, presentations, case studies & training videos. On occasion, field trips as well as a visit to the local libraries will be organised to enhance the learning.

The Academy recognises the principle of flexible delivery. Programs are supervised by qualified teachers and are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation.

Teaching & assessment methods may include the following: self-paced learning, flexible timetabling, computer assisted learning, face to face lecture/tutorial, individualised learning, role plays, simulations and group work. Fees for these programs may apply where one-to-one training and assessment is required. Students have opportunities both formally and informally to provide feedback to teachers for the improvement of future program delivery.
Course information

The starting dates for the business qualifications are every term – for specific dates refer to the Academic Calendar (available on website).

English courses begin every Monday.

**English courses**

The Australian Academy of Commerce’s provides three English Language Programs:

- General Intensive English
- IELTS Preparation
- English for Academic Purposes

**General Intensive English:**

This program is designed to help students learn English. There are five levels in this program:

- Beginner
- Elementary
- Pre-Intermediate
- Intermediate
- Advanced

Students will be given a placement test upon arrival at the Academy to determine their level. As students progress, they will move up to the next level. Students will learn reading, writing, speaking and listening skills in each level. Each week will be structured around a theme and the teaching and assessment tasks will be related to that theme. Refer to the course information booklet for more details.

**IELTS Preparation:**

This program is designed to cater to students who wish to undergo an intensive course to quickly improve their IELTS score in Academic or General Training module. There is 1 level in this program:

- Upper-Intermediate to Advanced

Pre-requisites for this course will be Intermediate and above, IELTS equivalent of 5.0 or placement test result upon arrival at the Academy. This course will help students develop an understanding of the test format, develop effective strategies for the listening and reading tests, learn how to improve speaking, learn how to construct effective writing tasks and get intensive feedback from experienced IELTS teachers. Each week will be structured around a theme and the teaching and assessment tasks will be related to that theme. Refer to the course information booklet for more details.

**English for Academic Purposes**

This program is designed for students who wish to develop their academic English skills to a level that will allow them to successfully complete further vocational or tertiary studies either at our Academy or other institutions. There are 2 levels in this program:

- Upper Intermediate
- Advanced

Entry into the levels will be determined by the student’s IELTS score or by their placement test upon arrival at the Academy. Students who have successfully completed their level may then move to the next level. Students will learn reading, writing (including academic writing), speaking and listening skills in each level.
Each week will be structured around a theme and the teaching and assessment tasks will be related to that theme. Refer to the course information booklet for more details.

**English courses structure**

<table>
<thead>
<tr>
<th>Course Description</th>
<th>CRICOS Code</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Intensive English (Beginner)</td>
<td>CRICOS 079248A</td>
<td>12 weeks</td>
</tr>
<tr>
<td>General Intensive English (Elementary)</td>
<td>CRICOS 079249M</td>
<td>12 weeks</td>
</tr>
<tr>
<td>General Intensive English (Pre-Intermediate)</td>
<td>CRICOS 079250G</td>
<td>12 weeks</td>
</tr>
<tr>
<td>General Intensive English (Intermediate)</td>
<td>CRICOS 079251F</td>
<td>12 weeks</td>
</tr>
<tr>
<td>General Intensive English (Advanced)</td>
<td>CRICOS 079252E</td>
<td>12 weeks</td>
</tr>
<tr>
<td>IELTS Preparation (Upper-Intermediate to Advanced)</td>
<td>CRICOS 085409E</td>
<td>16 weeks</td>
</tr>
<tr>
<td>English for Academic Purposes (Upper-Intermediate)</td>
<td>CRICOS 079253D</td>
<td>12 weeks</td>
</tr>
<tr>
<td>English for Academic Purposes (Advanced)</td>
<td>CRICOS 079254C</td>
<td>24 weeks</td>
</tr>
</tbody>
</table>
Fees and refund policy

All course fees and charges are payable in Australian Dollars (AUD). All fees and charges must be paid in advance by the date shown on the invoice and/or schedule of fees. Late fees apply.

Students may not be allowed to attend class if fees have not been paid. The Academy is not responsible for any money not given directly to the Academy.

Fee payment plans are given to all students. Once enrolment in a course has been confirmed, fees must be paid according to the payment plan. Each term fees must be paid before the term starts and students will receive a payment reminder notice 10 days before the due date.

A late payment penalty will apply if the tuition fees are late:
- $100.00 if paid within 7 days after due date
- $200.00 if paid more than 7 days after due date

If fees are unpaid 14 days or more after the due date the Academy will inform the student in writing of its intention to report for non-payment of fees to DIBP via PRISMS.

A receipt is given after all payment of fees and will be dated with the date the fees were paid. The Academy will keep records of fees paid and the dates paid for two years after the student ceases to be a student. The Academy will also keep records of fee payments for up to five years as required by taxation legislation.

Any aged dependants coming with you to Australia must pay full fees if they are enrolled in either a government or private college.

2014 TUITION FEE LIST

<table>
<thead>
<tr>
<th>COURSE</th>
<th>DURATION</th>
<th>TUITION FEE (AUD$)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>English courses for international students</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Intensive English Beginner [CRICOS 079248A]</td>
<td>12 weeks</td>
<td>$3,600</td>
</tr>
<tr>
<td>General Intensive English Elementary [CRICOS 079249M]</td>
<td>12 weeks</td>
<td>$3,600</td>
</tr>
<tr>
<td>General Intensive English Pre-Intermediate [CRICOS 079250G]</td>
<td>12 weeks</td>
<td>$3,600</td>
</tr>
<tr>
<td>General Intensive English Intermediate [CRICOS 079251F]</td>
<td>12 weeks</td>
<td>$3,600</td>
</tr>
<tr>
<td>General Intensive English Advanced [CRICOS 079254C]</td>
<td>12 weeks</td>
<td>$3,600</td>
</tr>
<tr>
<td>IELTS Preparation Upper-Intermediate to Advanced [CRICOS 085409E]</td>
<td>16 weeks</td>
<td>$5,600</td>
</tr>
<tr>
<td>English for Academic Purposes Upper-Intermediate [CRICOS 079253D]</td>
<td>12 weeks</td>
<td>$3,600</td>
</tr>
<tr>
<td>English for Academic Purposes Advanced [CRICOS 079254C]</td>
<td>24 weeks</td>
<td>$7,200</td>
</tr>
</tbody>
</table>

**Administration and other Costs**

<table>
<thead>
<tr>
<th>Description</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Fee (includes: process of application form, E-CoE, Letter of Offer &amp; receipts, final testamurs and attendance certificate on completion of studies);</td>
<td>$200</td>
</tr>
<tr>
<td>Learning Material Fee (includes: all learning materials)</td>
<td>$50 per course</td>
</tr>
</tbody>
</table>
### Issuance of replacement qualification or statement of attainment

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Re-assessments</td>
<td>$100 per qualification/ statement of attainment</td>
</tr>
<tr>
<td>Overdue tuition fees within 7 days</td>
<td>$150 per unit</td>
</tr>
<tr>
<td>Overdue tuition fees over 7 days</td>
<td>$100</td>
</tr>
<tr>
<td>Any amendments of enrolment details requiring creation of a new e-CoE</td>
<td>$200</td>
</tr>
<tr>
<td>Airport Pick up Fee</td>
<td>$40 per e-CoE</td>
</tr>
</tbody>
</table>

Note: All fees are subject to variation and may change without notice.

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### Refund policy

Under Standard 7 of the National Code 2007, except for special circumstances, the Academy is unable to enrol or transfer students before they complete six months of the highest level course they are enrolled in.

If the Academy is unable to deliver your course in full you will be given the choice of these options:

1. A full refund of all fees paid for the course, paid within 2 weeks of the course end date
2. An offer to enrol in a different course for no extra cost. If you prefer this option, we will ask you to sign a course change form.

If the Academy is not able to do Option 1 or 2, the Tuition Protection Scheme (TPS) will try to place you in a suitable course and if they cannot do this the TPS Director will issue you with a refund. For more information visit the official TPS website [https://tps.gov.au/Information/Students/How](https://tps.gov.au/Information/Students/How) or call 02 6271 3440.

To apply for a refund – a Refund Application Form or Agent Refund Application Form (if applying through an agent) – must be completed and submitted to the Student Services Officer. The Australian Academy of Commerce will issue refunds for pre-paid fees within 28 days under the following conditions:

- A full refund, less 5% (up to $500 maximum) of the total pre-paid fee will be refunded if your visa application is rejected by the DIBP. The official visa refusal letter from DIBP must be provided as evidence;
- 80% of course pre-paid fees will be refunded if you withdraw from your course 28 days or more prior to the commencement of your course (the course start date on your application form);
- A full refund, less the price of one course, will be refunded if you withdraw from your course less than 28 days before your course start date;
- If you applied for a visa extension and it was not granted by DIBP; the unused tuition fees are refunded in full;
- If you are a current student and withdraw in writing 28 days or more before your next term start date the Academy shall refund the unused tuition fees;
- If you are enrolled on the condition of meeting an English language requirement and fail to reach this level, all course fees and charges will be refunded less a charge of AU$300.

We will not issue refunds for:

- Application fee, accommodation assistance & airport reception fees;
- If you withdraw from your course after the course has commenced;
- If you withdraw from your course not in accordance with your visa obligations and behaved not in good faith;
- Change in student’s work hours;
- Inconvenience of travel to class;
- Moving interstate or overseas;
• Job change or retrenchment;
• Students who leave before completing the course &/or qualification;
• If a student becomes a permanent resident of Australia during the program. No guarantees of university or other pathway places will apply to such students.

Eligible refunds will be refunded within 28 days of receipt of written notification. The Australian Academy of Commerce will provide the student a statement that explains how the amount has been worked out.

Refund will only be given to the person who paid the tuition fees. For example, if the tuition fee was paid by an agent or parents, the money will only be refunded to either the agent or parents.

“This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

**Transfer between registered providers**

Australian Government law stops the Academy from enrolling transferring students that have not studied at least six months of their ‘principal course of study’. Students who have studied longer than this period can apply as normal and no letter of release need to be given.

As AAC ELICOS courses do not run for 6 months or more, each request for a letter of release will be assessed on a case-by-case basis and the result given based on the student’s best interests and the National Code 2007. The Academy will not provide a release letter when money is still owed in course fees or if the Academy thinks that the student is wanting to transfer to avoid being reported to DEEWR for failure to meet academic progress or attendance.

The QMT or the Principal will decide whether to refuse a letter of release for any student. The Academy will provide the reasons in writing for refusing the request and the student will be informed of his/her right to appeal as per the National Code Standard 8).

Students must apply for a letter of release using the **Student Transfer Application Form.** The Principal will reply to applications for a letter of release within 14 days of their receipt.

A letter of release will normally be granted in the following situations:
1. The Australian Academy of Commerce is unable to continue to provide the course; or
2. The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the college; or
3. The student can show a threat or danger to their physical or mental health or safety by remaining at the Academy and can clearly explain how this will be fixed through a transfer; or
4. It has been agreed by the Academy the student would be better placed in a course that is not available at the Australian Academy of Commerce; or
5. The current course of study is clearly not consistent with the course applied for on their application.

A letter of release will normally **not** be granted in the following situations:
• Student fees are in outstanding;
• The proposed transfer will stop or slow the student’s progression through a package of courses;
• The student has unsatisfactory academic progress;
• The student has unsatisfactory attendance;
• The student’s progress is likely to be disadvantaged;
• The Academy is concerned that the student’s application to transfer is due to pressure from another party;
• The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.
If a letter of release is refused, reasons for the refusal will be put in writing and the student will be informed of their rights of appeal using the Academy’s Complaints and Appeals Procedure.

A copy of the student’s letter of release application; notes recording the assessment of the application and a copy of the response letter outlining the decision made in relation to the request for release that was sent to the student by the Academy is placed into the student’s file.

**Client support**

**Airport pick up**

If you require an airport pick up, please advice the Academy at least 14 days in advance. A Student Services Officer will meet you at the airport and transport you to your accommodation for a charge of **AU$200.00**.

**Accommodation**

Our Principal Administrator, Athena Vallassas ([Athena@aac.nsw.edu.au](mailto:Athena@aac.nsw.edu.au)), can arrange homestay accommodation for free if requested. Costs are generally:

Homestay (Full board) –
- Single Room — from A$200.00 – A$300.00 per week
- Shared Room — from A$150.00 – A$200.00 per week

Please tell us 14 days before you need accommodation. It is estimated that students who live alone spend a total of between AU$250-$450 per week on accommodation, food and other living expenses.

**Homestay Partner**

The best introduction to life in a new country is to arrange your arrival accommodation with a host from an accredited Homestay organisation. A trained Homestay Host can help get you settled into your new life in Australia, including looking at your future accommodation options.

The Australian Academy of Commerce has contracted with the **Australian Homestay Network (AHN)** for both Homestay and ‘HomeShare’ welcoming and temporary accommodation for new international students. Initial placement is recommended for 4 weeks with the option to extend your stay after the initial period.

AHN has been contracted to the Australian Academy of Commerce as they meet standards that have been set to ensure that you have the best possible experience in your homestay environment.

**Why is Homestay a great option?**

AHN Homestay Hosts are trained to assist international students:

- settle into their new community
- understand the basics of Australian culture and personal safety
- gain everyday conversational skills
- learn the community basics such as buying transport tickets
- organise banking, internet, mobile phones, etc.
- learn frequently used English and ‘Aussie’ words and phrases.
AHN offers a range of service levels to cater for all type of guests, including 'HomeShare' which is ideal for more independent students.
For more information visit, http://www.ausacademy.edu.au/website/homestay/

**Student support**

All students have access to student support in the following areas:

- Medical referral
- Academic support
- Personal welfare
- Student visa assistance

If you are having any problems in your person, study or business life please talk to us and we will try to help. The Academy provides academic, vocational and personal support to all students including issues regarding language, literacy and numeracy. Any student wanting advice and assistance on personal or educational matters can find supportive help on campus from the Academy’s staff.

**Learners’ needs**

The Academy tries to give learning support to all students. If there are any special learning needs we can customise our teaching to these needs. We will interview all students at the start of your study to see if there are any special learning needs.

The types of things you may need help with include:

- English language levels
- Literacy and numeracy levels
- Learning styles – i.e preference to auditory, visual, tactile, reading/writing
- Physical ability
- Intellectual ability
- Cultural or ethnic background

The Academy will ensure students have access to the staff, facilities, equipment, training and assessment materials required to provide the help its students need to study successfully.

Students also have access to the Kogarah public library which contains many useful English language, reference and general reading materials.

**Student Visas**

International students must follow the student visa rules. International students must attend a minimum of 20 face-to-face contact hours and have satisfactory academic performance. For all information about student please visit the Department of Immigration website at [http://www.immi.gov.au/students/](http://www.immi.gov.au/students/).

**Overseas Students Health Cover (OSHC)**

The Australian government requires all overseas students to pay for Overseas Student Health Cover (OSHC) during their stay in Australia. Australian Academy of Commerce preferred OSHC provider is Australian Health Management (AHM). The Academy’s staff can help students in arranging this through the OSHC scheme. The cost of OSHC for 1 year is currently AU$420.00 (Single) and AU$840.00 (Family).[^1]
Assessment procedures

Assessments

Students will do weekly progress tests to see how well they are learning each week’s topics. Every 4 weeks a report will be made on the student’s progress and any students not passing the progress test will be ‘at risk’ and meet with the Director of Studies to see how this can be fixed.

To meet satisfactory course progress and to continue to a higher level of study, students must pass their course ‘exit test’. Students who do not pass this test, including those who do not do the test when they should, will not be able to go to a higher level and must repeat their current level until they do pass and will receive a warning of unsatisfactory course progression. If a student does not do their exit test, they have one week to make a new time to do it with the Director of Studies or they will be marked as failed.

Students who do not pass their exit test (60% of higher marked) will receive a warning letter for not unsatisfactory progression. Students who are still ‘at risk’ during week 4 or 8 of their 2nd attempt at the course will receive a second warning. Students will be expected to meet with the Director of Studies when they are ‘at risk’ or receive a warning so they can get help in meeting the course requirements.

Students who fail to successfully exit their course twice (maximum of 24 weeks total time) will receive a written notice of intention to report for unsatisfactory course progress. Students who are repeating a course or who are identified as being at a high level for their current course are able to do the exit test before the end of the 12 week course without being reported for unsatisfactory course progress.

Students have the right of appeal an assessment result by writing to the Principal Administrator within two weeks of assessment. In the event that you are not satisfied with an assessment decision or process, the following procedure applies:

1. Discuss the matter with the teacher;
2. If you’re still unsatisfied, get an Improvement Action Record form from the Principal Administrator, complete it, then return it to them.
3. Your appeal will be examined by the Principal Administrator and Director of Studies
4. If the matter remains unresolved then the Principal Administrator will go higher to the Academic Manager;
5. If the matter is still unresolved, then the student would be advised to take the matter to an independent party such as the Overseas Student Ombudsman.

Support and Career Services

If you have a problem, talk to someone! Feel free to speak to your teacher, Student Services Manager (SSM) or see one of the Student Services Officers (SSO). The Principal is also on hand to help you (appointments only).

The SSOs will assist students who require assistance in adjusting to study and life in Australia. A lot of information is given in the student orientation session and in the Student Handbook. For free, the SSOs are able to clarify important information &/or direct you to: legal services, emergency and health services, facilities and resources, complaints and appeals processes and student visa obligations (meeting course & attendance requirements).

Students are encouraged to discuss their academic performance and attendance record with their teacher(s), Student Services Manager or one of the SSO. Serious or complex matters will be directed to the Principal for clarification.
The Australian Academy of Commerce wants you to have a safe and healthy place to study. Every person in the premises is expected to take reasonable care of their own health and safety and for that of anyone else who may be affected by their actions. If you have a health and safety question or issue, please tell your teacher or reception. In case of emergency, follow the instructions of your teacher or other staff member and the fire drill instructions and exit map signs on the walls.

If anyone is hurt, please report it to a staff member immediately. A First Aid Kit is at the Reception Desk.

**Grievance and Student Complaints and Appeals Policy**

Grievance is a complaint presented by an individual, or a group, based on the opinion that they are, or have been, receiving treatment that differs from the treatment received by other individuals or groups.

All formal complaints are dealt with at no cost to the person complaining and will be dealt with fairly and as quickly as possible.

If a student has a problem at the Academy, please talk to your teacher or SSO.

All formal complaints or appeals should be made on the Improvement Action Record (IAR) form at reception. The SSO can help you complete the IAR form if you have trouble. The IAR form is given immediately to a member of the QMT who will ensure that the IAR is discussed and action taken within 10 working days. Students will be told in person about the result, and if this isn’t possible a letter will be sent to the student explaining the result.

If the student is not satisfied with the QMT’s decision, s/he is entitled to appeal and be heard by an Overseas Students Ombudsman. The Overseas Students Ombudsman is free and independent. Students can find out more at [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072. The student must continue to attend classes and maintain their enrolment while the complaints and appeals process is ongoing.

**Completion within expected duration of study**

The Academy is required by law to make sure students are able to complete their studies within the times specified in their CoE, unless certain circumstances apply.

Students must always make sure that they can complete their course in time. If a student completes their course early they must make sure all fees are paid and the Academy must report this to the Department of Immigration & Border Protection (DIBP), and the duration of the student’s visa will most likely be reduced.

**Extension of Studies**

In some cases, the student visa expires before the student completes the course. This may occur when:

- You have deferred or suspended your studies;
- You have transferred from another Institute;
- You have been unable to attend class for medical reasons that have been supported by medical documentation, or other exceptional compassionate circumstances beyond the control of the student (eg, bereavement);
- You have not passed your tests.

The Department of Immigration will decide if you are able to extend your student visa to complete your study. Fees apply except for when the reason is beyond the student’s control.

**Attendance**

The Academy monitors students’ attendance to make sure they meet their visa conditions. Students who do not attend a minimum of 80% of the weekly 20 face-to-face contact hours each term will be reported.
Class teachers will keep an attendance roll. If you are unable to attend you must tell the Academy and explain why. If it is a medical reason, a certificate from a General Practitioner must be given to the Academy.

Students who attend less than 80% of the contact hours are ‘at risk’ and will be contacted by an SSO to find out the reason and how this can be fixed.

**Acceptable Absences**

The Academy may accept absences for the following reasons,

- **Sickness** – if supported by a medical certificate from a registered medical practitioner.
- **Compassionate circumstances** – illness or death of an immediate family member (this must be approved by the Academy in advance).
- **Religious reasons** – this must be approved by the Academy in advance

The following are not acceptable reasons for absence:

- Employment related issues
- Unavailability of desired subjects at the Academy at a particular time
- Transport or accommodation problems

**Evacuation Drills**

Australian Academy of Commerce has Emergency Exit signs on the walls, please read them and follow them in an emergency!

**Immigration Law**

All people with Australian visas must follow the rules of their visa.

**Dress Code**

Students are expected to dress in a neat and tidy manner.

**General Behaviour**

Students must follow these rules so that everyone can enjoy their study and learn:

- NO SMOKING inside buildings or close to doorways.
- Everyone must be treated politely and with respect.
- If you see anything dangerous at the Academy you must tell your teacher or reception.
- Do not disturb other people with noise.
- Do not eat or drink in classrooms.
- Mobile phones must be on silent in classrooms.

**Student Misadventure**

The following kinds of bad behaviour may get a student reported for not following visa rules:

- Often late for classes and back from breaks
- Not completing assessment work
- Not WHS requirements or making the Academy unsafe
- cheating during assessment tasks
- disruption in classes
Students contact details

Students must make sure the Academy always has their current contact details. If you change your address, phone number, email, etc, you must tell the Academy immediately. All warning letters, fee reminders, etc, are sent to the contact details you have given the Academy and if you do not receive them because you have no informed us it will be your own fault and DIBP will still be informed.

Privacy policy

We will follow the ‘Information Privacy Principles’ in Section 14 of the Privacy Act 1988 (Commonwealth). This Act is about how we collect, store and use your personal information.

We will tell you why we collect any information, who receives it and where we will keep it. You have the right to access your own personal information and ensure it is correct. We will not give your information to anyone without your permission.

We will give your personal information to the Commonwealth and State departments, as well as the Tuition Protection Scheme (TPS) Director, ASQA and other offices of the NSW Department of Education & Training if they ask and are legally allowed to have your information.

Confidential files of each student include:
- current enrolment status
- progress reports
- assessment records
- outstanding fees

You are able to access your personal files by request to the SSO by showing your student card.

Staff responsibilities for access and equity

We will treat all people fairly. It does not matter how old you are, your gender, your nationality, your religion, abilities or other situation that is not in your control. If you feel you are not treated equally to other students please inform the SSO immediately.

Course deferral, suspension and cancellation

Students can defer or temporarily suspend their studies during their course only in certain circumstances, on the grounds of compassionate or compelling circumstances. Compelling or compassionate circumstances are things like a serious injury to yourself or close family member (supported by a medical certificate), political or natural disaster in the home country which requires urgent return, traumatic experience (supported by police or psychologist’ report), when you can’t meet the English language level requirement in time, a delay in visa being issued, serious misconduct, very late fees, etc.

Students must apply for deferment/suspension and explain why and the times required. The DIBP may cancel a visa if the deferment is for more than 1 term.

Students may also have their enrolment deferred or suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students must be aware that deferring, suspending or cancelling the enrolment may affect their student visa.

ESOS Legislation

ESOS framework includes the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007. All prospective students should be aware of the ESOS framework. For detailed description
Cost of living in Australia

The following costs are approximate in Australian dollars and should be used as a guide only.

**Accommodation:**
- Accommodation – $100.00-350.00 per week

**Travel:**
- Travel pass (bus+train+ferry) – $60.00 per week
- Bus ticket – $1.80-4.60 per single travel pass
- AAC is approved by NSW Department of
- Beer (6pack) – $12.00-20.00Transport to offer students up to 35% discount on travel fares

**Food:**
- Bread – $3.00
- Milk (1 litre) – $1.70
- Butter (500g) – $4.50
- Rice (2kg) – $4.30
- Eggs (12) – $3.80
- Chicken (1kg) – $8.00
- Spaghetti (1kg) – $2.00
- Juice (2 litre) – $2.80
- Cordial (2 litre) – $3.40

**Others:**
- Shampoo – $5.00
- Toilet paper (16 rolls) – $9.00
- Washing powder (2kg) – $5.00
- Petrol (1 litre) – $1.50
- Mobile phone calls – recharge card $50.00 = credit of $300.00
- Average living cost is between $250.00-550.00 per week