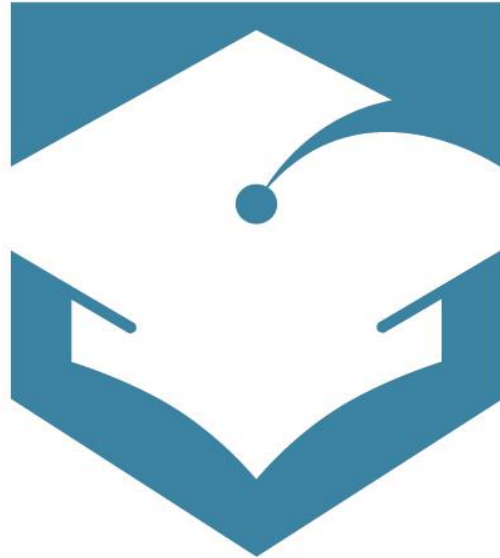


LANGUAGE CENTRE



AUSTRALIAN
ACADEMY *of*
COMMERCE

Explore. Learn. Achieve

**Pre-Enrolment Information Guide
ELICOS**

We provide the following information clearly to all candidates prior to enrolment.

**CRICOS Provider Code: 02599C
RTO: 90982**

V2017.3

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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.
 - Fees not paid by this time will have a *late fee*.
 - 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.
 - 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
 - We will NOT give refunds for:
 - Changes to your living location
 - Changes to your work schedule
 - If you leave before your study is 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 2017.
- AAC can arrange homestay, temporary accommodation and airport pickup if you give us 14 days or more notice! Contact the Principal Administrator, Joanne Gao. 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 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 5 & 7, 8 Quay Street
Haymarket NSW 2010

or

Language Centre (ELICOS only)
Level 8, 338 Pitt Street
Sydney NSW 2000

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 is in a great location in Sydney's central business district. It is the perfect place to study as the underground trains and buses link up to practically anywhere in the Sydney metropolitan area including the world famous Bondi Beach and the Olympics site at Homebush Bay. The country trains that go all over the country also stop at a terminal nearby. All these transport links are only a minute away.

Sydney is a great city with cafes, small shops, large shopping centres, cosmopolitan restaurants, cinemas, public bars, nightclubs, fitness gyms, sports facilities, and many more.

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. AAC ELICOS students must study with a full-time load of contact hours per week – which is 20 hours per week.

If an overseas student wishes to work while their course is in session, they are required to apply to the Department of Immigration and Border Protection for a visa with appropriate work rights, after they have commenced their studies in Australia. Students who have been granted work rights are permitted 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 AAC Language Centre.*

The *Main Campus* is located at levels 5 & 7 of the Prince Centre building at 8 Quay Street, Haymarket in China Town. Both levels are equipped with the latest technology for students' accessibility. The classrooms are furnished with new training equipment including data projectors, whiteboards, PCs, and ergonomic chairs for student comfort. This allows our trainers to provide their excellent teaching in several formats, so that students can get the most out of every lesson. We also have 2 common areas equipped with computers; break out area including TV and a small kitchen with a fridge, microwave, sandwich press, and kettle with tea and coffee included all available for student use.

The *AAC Language Centre* is located at Level 8, 338 Pitt Street, and offers brand new classrooms equipped with the latest technology. Our classrooms here are spacious and new, and fitted with projectors, whiteboards, PCs, and comfortable chairs. Students are provided with the award-winning English-language

teaching in an environment that supports multiple forms of learning and teaching. This campus is walking distance from famous Hyde Park, and buzzing World Square with shopping and entertainment attractions available to the visitors. Major attractions such as the Sydney Opera House and Darling Harbour are within reach. Parks, cafes, shopping centres, major libraries, sporting facilities and beaches surround us. Travelling to the College is easy from anywhere in Sydney. Train, bus and ferry stops are all close by.

Disability access is available at both sites.

The management team continually monitors all 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 English Beginner to Advanced
- IELTS Preparation Upper Intermediate to Advanced
- English for Academic Purposes Upper Intermediate to Advanced
- Cambridge Test Preparation Intermediate to Proficient

General English:

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

- Beginner
- Elementary
- Pre-Intermediate
- Intermediate

- Upper-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 are 2 levels in this program:

- Upper-Intermediate
- 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

An English Placement Test is required for the EAP courses, unless an IELTS equivalent of 5.0 is provided on application. Students can contact school office for a copy of Placement Test prior to departure or course confirmation. The recommended study plan given on the basis of the test is a GUIDE only as the test does not include a speaking or listening component. On arrival at the college, students will be interviewed and the results of the interview will be used together with the results of the written test to decide the best class for the student. If the speaking/ listening level is lower than the written level, the student will be placed in a lower level and this may mean that the recommended study time will increase. Students can request an interview by telephone or Skype before departure.

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.

AAC offers direct entry to some Universities, colleges and vocational institutes. Graduation from our EAP courses may facilitate pathways to Certificates, Diploma or Advanced Diploma, Graduate or Post Graduate programmes without an IELTS score.

Cambridge Test Preparation

This program is excellent if students need a formal English language qualification. Cambridge test certificates are well recognised by the biggest multinational companies, prestigious colleges and universities, and immigration applications. The courses will prepare students for the examinations which are conducted by the University of Cambridge ESOL Examinations. Students will develop the listening, speaking, reading and writing skills they need to achieve the best result they can. Students will also learn special test strategies

and life-long study skills to improve their Cambridge performance and help them become an independent learner. There are 4 levels in this program and entry requirements for each level are as follows:

- PET Cambridge – Intermediate (CEFR B1, IELTS 5.0 overall, minimum 4.5 in all bands, or equivalent)
- FCE Cambridge – Upper-Intermediate (CEFR B2, IELTS 5.5 overall, minimum 5.0 in all bands, or equivalent)
- CAE Cambridge – Advanced (CEFR C1, IELTS 6.5 overall, minimum 6.0 in all bands, or equivalent)
- CPE Cambridge – Good Advanced (CEFR C2, IELTS 7.5 overall, minimum 7.0 in all bands, or equivalent)

An English Placement Test is required for the Cambridge Test Preparation Courses, unless IELTS score or equivalent is provided on application.

Students can apply for an English Placement Test to find out their level of English and decide study plans prior to departure. The recommended study plan is a guide only as it is based on the result of the written component of the Placement Test and does not include a speaking or listening component. An interview will be organized when the student arrives at AAC. The result of the interview will be used together with the results of the written test to decide the best level for the student.

English courses structure

General English (Beginner to Advanced)	CRICOS 093103A → 60 weeks
IELTS Preparation (Upper-Intermediate to Advanced)	CRICOS 085409E → 16 weeks
English for Academic Purposes (Upper-Intermediate to Advanced)	CRICOS 093104M → 24 weeks
Cambridge Test Preparation (Intermediate to Proficient)	CRICOS 095673F → 12 weeks

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.

TUITION FEE LIST

COURSE	DURATION	TUITION FEE (AUD\$)
<u>English courses for international students</u>		
General English Beginner to Advanced [CRICOS 093103A]	60 weeks	\$19,800
IELTS Preparation Upper-Intermediate to Advanced [CRICOS 085409E]	16 weeks	\$5,600
English for Academic Purposes Upper-Intermediate to Advanced [CRICOS 093104M]	24 weeks	\$7,920
Cambridge Test Preparation (Intermediate to Proficient) [CRICOS 095673F]	12 weeks	\$4,200
<u>Administration and other Costs</u>		
Application Fee (includes: process of application form, E-CoE, Letter of Offer & receipts, final testamurs and attendance certificate on completion of studies);		\$200
Learning Material Fee (includes: all learning materials)		VET \$50 per course ELICOS \$100 per level
Issuance of replacement qualification or statement of attainment		\$100 per qualification/ statement of attainment
Re-assessments (outside of schedule training delivery times)		\$50 per assessment
Late assessment submission fee – Received within regular academic term		\$50 per assessment
Late assessment submission fee – Received outside of regular academic term		\$250 per unit
Overdue tuition fees within 7 days		\$100
Overdue tuition fees over 7 days		\$200
Note: All fees are subject to variation and may change without notice.		

Refund policy

Under Standard 7 of the National Code 2017, except for special circumstances, registered providers are restricted from enrolling and transferring students prior to completing the first six months of the principal course of study.

In the unlikely event that the Australian Academy of Commerce ('Academy') is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within two weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the Australian Academy of Commerce at no cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If the Academy is unable to provide a refund or place you in an alternative course the Tuition Protection Scheme (TPS) will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the TPS Director. For more information visit the official TPS website <https://tps.gov.au> or call 1300 980 434.

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 in advance payment of tuition fees within 28 days when:

- ♦ Tuition fees are refunded in full; less 5% of the total amount of pre-paid tuition fees (up to a maximum amount of \$500) if your application for a student visa is rejected by DIBP (the official visa refusal letter from DIBP must be provided as evidence);
- ♦ If you withdraw from your course 28 days or more prior to the commencement of your course (*commencement of course* is defined in this policy and procedure as the course start date as per the original Application Form submitted by the student or an agent and not subsequent enrolment changes to the starting date), 80% of your tuition fee will be refunded;
- ♦ If you withdraw from your course less than 28 days prior to the commencement of your course, a fee equal to one term tuition will be charged;;
- ♦ 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 prior to the commencement of the following term the Academy shall refund the unused tuition fees;
- ♦ If a student is provisionally enrolled, on condition of achieving evidence of acceptable English Language Proficiency, and the student cannot achieve the required level, all tuition fees and charges corresponding to the course 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;
- ♦ If DIBP has rejected your student visa application based on their finding that you have supplied fraudulent documents along with your student visa application.

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

From July 2007 providers are restricted from enrolling transferring students prior to the student completing six months of their ‘principal course of study’. This policy details the procedures for assessing

applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letter of release need to be sighted or produced.

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 2017. Also the Academy will not provide a release letter when there is an outstanding amount still owed in course fees or that it is suspected that they are seeking transfer only to avoid being reported to DET for failure to meet academic progress or attendance.

The Principal or Operations Manager will make the final decision as to whether to **refuse** a letter of release for any student. The Academy will provide the reasons in writing for refusing the request and must be informed of his/her right to appeal (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 advise 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, Joanne Gao (joanne@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.

Student support

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

- Medical referral
- Personal welfare
- Academic support
- 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 – ie 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.

Counselling

The Academy provides the services of a qualified counsellor on campus part-time. If any student has concerns, whether personal or professional, and wishes to discuss these with a skilled and caring listener, please talk to Student Services to arrange an appointment. The counsellor will also make recommendations in relation to compassionate and compelling circumstances where this is required, for example in requests to defer studies, take leave, appeal a notice of intention to report, and so forth.

The counsellor is located in the city campus and appointments are necessary and can be arranged in person, through email or over the phone with the Student Services team.

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/>.

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 satisfactory 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

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 are taken seriously and resolution obtained to the agreement of both parties where possible.

The complaints and appeals policy of the Academy shall ensure that all formal complaints are dealt with in a constructive and timely manner at no cost to the complainant. The policy ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process and that complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable.

If a student has a problem at the Academy, e.g. involving the quality of relationship with another person(s) or any aspect of studies, the student may wish to ask to speak with his/her teacher or a Student Services Officer.

All formal complaints or appeals must be presented by collecting and completing the *Improvement Action Record (IAR)* form at reception. The Student Services Officer will assist the student in recording the complaint or appeal on the IAR form. The IAR is to be given to the relevant QMT member (Principal, Academic Manager, Compliance Manager, Operations Manager and/or Student Services Manager) as soon as the form has been completed and the relevant member is to investigate and make (at least) initial recommendations/actions within 10 business days. The IAR is reported in the scheduled QMT or Team Meeting to reach an acceptable outcome. The details of the actions required are specified on the IAR and in the minutes of the meeting.

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 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 not 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 and Training (DET) 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 are able to 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 may include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Serious illness or death of a family member necessitating a return to the student's home country;
- Serious injury;
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- A traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports);

- Where the registered provider was unable to offer a pre-requisite unit;
- Not availability of required subjects in a particular term;
- Inability to begin studying on the course commencement date due to not achieving the required entry English language level; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa; or
- Any behaviour identified as resulting in expelling students for serious breaches of discipline and visa obligations as well as failure to pay tuition fees on time.

Students must specify the duration and reason for the deferral and visa cancellation may be initiated by DIBP if the deferral is for more than one term. Australian Academy of Commerce will enter a Student Course Variation to PRISMS.

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 2017. All prospective students should be aware of the ESOS framework. For detailed description visit: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

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:

Students need to purchase Opal cards for travel on public transport in NSW. For detailed pricelist visit:

<https://www.opal.com.au/en/opal-fares/>

AAC is approved by NSW Department of Transport 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

Beer (6pack) – \$12.00-20.00

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