

ENGLISH LANGUAGE INTENSIVE COURSE FOR OVERSEAS STUDENTS (ELICOS)

EDUCATIONAL PREMISES AND LEARNING ENVIRONMENT POLICY & PROCEDURE

Introduction

The Australian Academy of Commerce (AAC) is committed to providing ELICOS students with a safe, clean, and professionally maintained learning environment that fosters engagement, participation, and academic achievement. This commitment is upheld in accordance with the ELICOS Standards 2018, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), and the NEAS Quality Assurance Framework.

Purpose

The purpose of this policy is to establish clear operational standards and responsibilities for maintaining AAC's ELICOS teaching and learning environments. It defines the expectations for physical spaces, classroom functionality, student facilities, and resource accessibility to ensure these environments consistently meet the educational, safety, and wellbeing needs of international students.

Scope

This policy applies to all ELICOS teaching and learning spaces, student amenities and resource areas used in the delivery of ELICOS courses.

Policy Statement

AAC is committed to providing ELICOS students with a professional, clean, safe and appropriately equipped learning environment that supports engagement, participation and achievement by:

- Ensuring classrooms are well-lit, ventilated, temperature-controlled and acoustically appropriate.
- Provide suitable furnishings, whiteboards, and digital display tools in all classrooms.
- Maintain reception and student common areas that are welcoming, clean and clearly branded.
- Conduct quarterly audits of facilities with maintenance reports submitted to the Director of Studies (DoS) ELICOS.
- Provide independent and group study areas with appropriate Wi-Fi access and technology.

Definitions

Accessibility	Ensures students of all abilities can safely and effectively access learning environments.
Facilities Audit	A structured internal inspection process to verify the safety, functionality, and presentation of AAC premises.
NEAS Framework	Quality assurance standards governing ELICOS program delivery in Australia.

References

- ELICOS Standards 2018; Standard P7
- ESOS Act 2000
- ESOS National Code 2018; Standard 6 and 11
- NEAS Quality Assurance Framework: Quality Area C

Related AAC Policies and Procedures

- Critical Incident Policy and Procedure
- Complaints and Appeals Policy and Procedure
- ELICOS Student Satisfaction Policy and Procedure
- Hazard Identification and Risk Management Policy and Procedure
- Support for Students Policy and Procedure
- Workplace Health and Safety (WHS) Policy and Procedure

Educational Premises and Learning Environment Procedure

AAC maintains its premises and learning environments in accordance with the following operational procedures:

- Conduct quarterly facilities audits, including classrooms, student amenities, IT infrastructure, and signage.
- Submit audit reports to the Director of Studies (ELICOS), with corrective actions tracked and implemented by the Facilities Manager within 10 business days.
- Ensure all classrooms are configured with suitable lighting, ventilation, temperature control, and acoustics, verified monthly by administrative staff.
- Provide individual seating, whiteboards, projection tools, and internet access in each classroom.
- Maintain hygienic and accessible bathrooms, breakout areas, and kitchens with clear signage and branding.
- Provide students with access to private and group study areas, including quiet zones and digital resource hubs.
- Ensure Wi-Fi access is available in all learning spaces and student common areas.
- Display emergency exits, health and safety signage, and student conduct information in all learning areas.
- Ensure learning spaces are accessible to students with disability, with reasonable adjustments available on request.
- Keep floor plans, emergency exits, and building certificates up to date and accessible to regulatory bodies upon request.

- Comply with local building, safety and fire regulations, with inspection reports kept on file and made available during audits.
- Ensure ELICOS class sizes comply with NEAS requirements, including maintaining appropriate teacher-to-student ratios (maximum 1:18), and ensuring that the capacity of physical learning spaces aligns with the number of students enrolled in each class.
- Gather student feedback through satisfaction surveys and feedback forums, incorporate relevant suggestions into facility improvement plans.

Roles and Responsibilities

Role	Responsibility
CEO	Approves this policy and ensures that premises and facility management align with AAC's educational commitments.
Compliance Officer	Conducts annual policy review and monitors regulatory compliance; ensures documentation is audit-ready.
Director of Studies (DoS) ELICOS	Reviews audit reports, ensures classroom functionality supports delivery and communicates needs to facilities.
ELICOS Teachers	Report environmental or classroom functionality issues and contribute to improvements where possible.
Student Services Officer (SSO)	Monitors student areas daily, handles student feedback and escalates issues as needed.

Monitoring and Review

The Director of Studies (DoS) ELICOS and Compliance Officer will monitor implementation of this policy, with quarterly reports from the Facilities Manager. An annual environmental safety and accessibility checklist is completed to support NEAS and regulatory compliance. Student feedback on facilities is gathered through regular satisfaction surveys and informs continuous improvement.

Version Control

Version	Date	Description	Approved by	Approval date	Author	Review date
V1.0	May 2025	New ELICOS Educational Premises and Learning Environment Policy	CEO	26 May 2025	Director of Studies (DoS) ELICOS	May 2026

Policy and Document Information

Author:	Director of Studies (ELICOS)
Policy owner:	Compliance Officer
Approved by:	CEO
Approved date:	26 May 2025
Status:	Approved
Next review due:	May 2026