



# Pre-Enrolment Information Guide

## ELICOS

### 2025

**CRICOS Provider Code: 02599C**

**RTO: 90982**

## Table of Contents

CRICOS Provider Code: 02599C .....	1
RTO: 90982 .....	1
<b><i>ABOUT THE AUSTRALIAN ACADEMY OF COMMERCE (AAC)</i></b> .....	<b>4</b>
Introduction .....	4
<b><i>COURSE INFORMATION</i></b> .....	<b>4</b>
General English (GE) .....	4
English for Academic Purposes .....	5
IELTS Preparation .....	5
Course Duration .....	6
Delivery Mode .....	6
Assessment Procedures .....	6
Attendance .....	6
Excursions .....	6
Course Progression .....	7
Monitoring Progress .....	7
Unsatisfactory Course Progress .....	7
Certification.....	7
General English (GE) .....	8
English for Academic Purposed (EAP).....	8
IELTS students .....	8
Learning Outcomes and Pathway Options .....	9
<b><i>ENROLMENT INFORMATION</i></b> .....	<b>10</b>
ELICOS Entry Requirements .....	10
Enrolment Procedure .....	10

<b>Conditions of Enrolment (Student Code of Conduct).....</b>	<b>10</b>
<b>Course Deferral, Suspension or Cancellation .....</b>	<b>11</b>
<b><i>COURSE FEE INFORMATION .....</i></b>	<b>12</b>
<b>Payment of Fees .....</b>	<b>12</b>
<b>Refund Policy .....</b>	<b>13</b>
Scenario .....	13
Refund Amount.....	13
<b>TRANSFER BETWEEN REGISTERED PROVIDERS .....</b>	<b>15</b>
<b>STUDENT SUPPORT SERVICES .....</b>	<b>16</b>
<b>ELICOS Orientation .....</b>	<b>16</b>
<b>Transition Support.....</b>	<b>16</b>
<b>Student Support Services .....</b>	<b>17</b>
<b>Support for International Students.....</b>	<b>17</b>
Visa Requirements .....	17
Overseas Student Health Cover (OSHC).....	18
Accommodation and Living Costs.....	18
Cultural Adaptation.....	18
<b>Bullying, Discrimination and Harassment.....</b>	<b>18</b>
<b>Complaints and Appeals .....</b>	<b>19</b>
Procedure.....	19
<b><i>CAMPUS FACILITIES .....</i></b>	<b>19</b>
<b><i>Key Contact Details.....</i></b>	<b>20</b>

## ABOUT THE AUSTRALIAN ACADEMY OF COMMERCE (AAC)

### Introduction

We are delighted that you are considering the Australian Academy of Commerce (AAC) for your English language education! At AAC, we are committed to supporting students from around the world in developing their English skills within a welcoming, inclusive, and professional environment. Our English Language Intensive Courses for Overseas Students (ELICOS) are accredited by the National ELT Accreditation Scheme (NEAS) and align with the Common European Framework of Reference for Languages (CEFR). These programs are designed to cater to the diverse needs of learners, whether your goal is further academic study, career advancement, or personal growth.

This Pre-Enrolment Information Guide contains all the essential information you need about our ELICOS programs, including available courses, entry requirements, fees, and the extensive support services we provide to help you succeed. Our mission is to equip you with the skills, confidence, and guidance to achieve your English language objectives and transition smoothly into life and study in Australia.

We look forward to welcoming you to AAC and supporting you as you embark on this exciting journey of language learning and opportunity.

### COURSE INFORMATION

The Australian Academy of Commerce Language Centre provides three different English Language Programs.

1. **General English (GE)**; Beginner to Advanced
2. **English for Academic Purposes (EAP)**; Upper Intermediate to Advanced
3. **IELTS Preparation**; Upper Intermediate to Advanced

For new students wishing to enrol at AAC to undertake either the EAP or IELTS course an English Placement Test is required to determine suitability.

### General English (GE)

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

1. Beginner
2. Elementary

3. Pre-Intermediate
4. Intermediate
5. Upper-Intermediate
6. Advanced

Students will be given a Placement Test upon arrive at the Academy to determine their level. As students successfully progress through assessment, they will be moved 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.

## English for Academic Purposes

English for Academic Purposes (EAP) is designed for those students wishing to attend courses in Higher Education. Our courses are holistic, and all students participate in Group Work, Class Presentations, Report Writing, Note-Taking, Critical Thinking, and In-depth Essay Writing. The courses are designed to make the transition to university or Higher Education as easy as possible.

## IELTS Preparation

This program is designed to cater to students who wish to undergo an intensive course to quickly improve their IELTS band score in Academic or General Training tests. There are two levels in this program:

1. Upper-Intermediate
2. Advanced

To enrol in this course, students must meet one of the following prerequisites: successful progression from the Intermediate level or higher at AAC, an overall IELTS band score of 5.0 (or equivalent), or a satisfactory result in the AAC Placement Test for new students.

This course is designed to help students develop a thorough understanding of the IELTS test format and effective strategies to help students receive their desired band-score. It also focuses on improving Speaking skills, constructing well-structured Writing tasks, and receiving detailed feedback from experienced IELTS instructors. Each week, learning and assessment activities will be structured around a central theme, ensuring an integrated and engaging approach to skill development.

## Course Duration

	Weeks per Level
<b>General English [Beginner to Advanced]</b> <i>CRICOS Code: 093103A</i>	12 weeks per level
<b>English for Academic Purposes</b> <i>CRICOS Code: 093104M</i>	12 weeks per level
<b>IELTS Preparation [Upper-Intermediate to Advanced]</b> <i>CRICOS Code: 085409E</i>	16 weeks per level

## Delivery Mode

All ELICOS courses are delivered on-site at AAC's Language Centre in Sydney, located at **Level 7, 11-17 York Street, Sydney NSW 2000**.

Classes are conducted in-person by experienced, qualified ELICOS teachers, allowing for direct interaction, immediate feedback and collaborative activities.

## Assessment Procedures

Students will complete weekly formative assessment to evaluate their understanding of each week's topics and to identify areas for improvement. Every four (4) weeks, a summative assessment progress test will be conducted, and a report will be prepared to document the student's progress.

At the AAC Language Centre, we ensure that assessments are fair, consistent and aligned with learning outcomes through rigorous moderation and validation processes. These processes guarantee that assessment tasks are reliable, valid and appropriate for the level of study.

## Attendance

All ELICOS students are required to attend a minimum of 20 contact hours per week to meet their student visa requirements and to gain maximum benefit from the classes. Students are required to maintain at least 80% attendance and meet course progress standards.

## Excursions

ELICOS classes hold a monthly excursion, typically scheduled during Assessment Week to integrate activities into student's Writing and Speaking assessments. These excursions are considered an essential part of the curriculum and attendance is mandatory. Excursions usually last for 3 to 5 hours and are facilitated by the respective class teachers. While we strive to keep costs minimal, some excursions may involve venues with higher entry fees, such as Taronga Park Zoo or Luna Park. In

such cases, the excursion will only proceed if all students agree to participate. Efforts are made to secure student discounts wherever possible to reduce costs.

## Course Progression

The Australian Academy of Commerce (AAC) monitors the course progression of ELICOS students to ensure they meet academic requirements and visa conditions in compliance with the ELICOS Standards 2018 and the National Code 2018.

### Monitoring Progress

- Students are assessed through weekly formative activities and summative progress tests every four weeks.
- Results from progress tests are reviewed to identify students who may be at risk of unsatisfactory progress.
- Students identified as at risk of not meeting course progress standards will be invited to meet with the Director of Studies ELICOS for an early intervention strategy.

### Unsatisfactory Course Progress

- Unsatisfactory course progress is defined as failing to meet the required outcomes in assessments over two consecutive progress review periods.
- If a student continues to show unsatisfactory progress after intervention, AAC may issue an Intention to Report Letter, notifying the student of the intention to report their progress to the Department of Home Affairs (DHA) via PRISMS.

### Appeals Process

Students may appeal decisions regarding their course progress by submitting a written appeal within twenty (20) working days. Appeals can be made on the grounds of:

- Compassionate or compelling circumstances.
- Procedural errors in assessing their progress.
- Evidence of improvement not reflected in prior assessments.

## Certification

AAC's ELICOS certification follows the Common European Framework of Reference for Language (CEFR), an internationally recognised framework for describing and measuring language proficiency across many countries, not just Europe. Certification is issued within thirty (30) calendar days if all outstanding and agreed fees have been paid, and their Unique Student Identifier (USI) has been provided.

## General English (GE)

The CEFR guidelines apply to General English and are as follows:

1. A - A1; Beginner (can understand and use familiar expressions and basic phrases)
2. A1 - A2; Elementary (can understand basic sentences and relevant expressions)
3. A2; Pre-intermediate (can understand sentences and relevant expressions regularly encountered in all areas of life)
4. B1; Intermediate (can understand salient points in language encountered in all aspects of life)
5. B2; Upper-intermediate (can understand the main ideas in complex text and discussions)
6. C1; Advanced (Can understand demanding language and recognise implicit meaning)
7. C2; Proficient (Near-native speaker)

## English for Academic Purposed (EAP)

EAP students are certified using the New South Wales Grading System based on the University of Sydney model. All Assessment tasks are equally weighted to come up with a final grade which enable students to partake in further studies at a Higher Education Institution.

### NEW SOUTH WALES GRADING SYSTEM

GRADE	GRADE NAME	GRADE SCALE
HD	High Distinction	85 - 100%
D	Distinction	75 – 84.99%
C	Credit	65 – 74.99%
P	Pass	50 – 64.99%
F	Fail	00 – 49.99%

## IELTS students

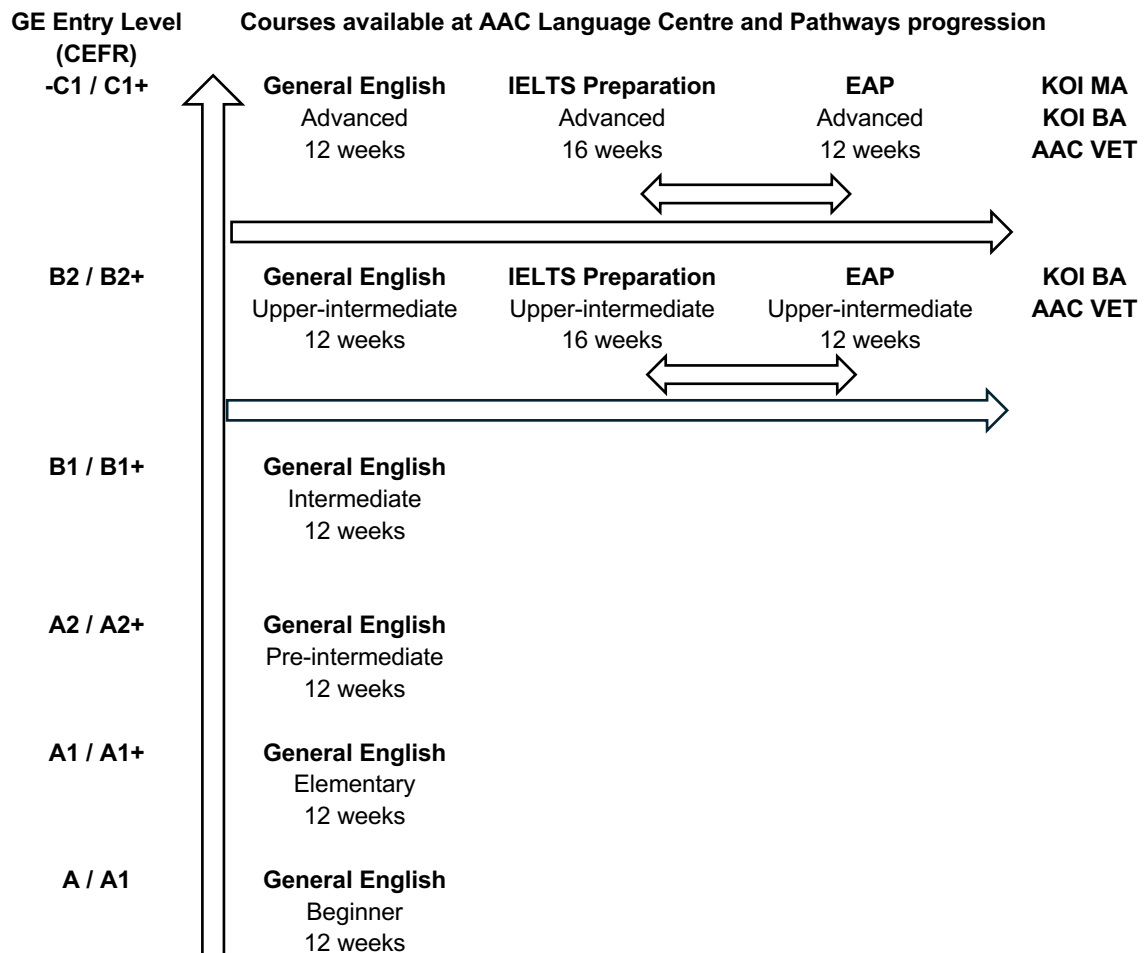
IELTS students are taught all the tips and tricks in how to study and receive the IELTS band score they require. To receive an IELTS band score one must sit for an official IELTS test.

<https://ielts.com.au/australia>. AAC IELTS students do not receive Certification but an AAC Statement of Attainment.



## Learning Outcomes and Pathway Options

Our English for Academic Purposes (EAP) course acts as a pathway course to King's Own Institute (KOI) and AAC's VET Diploma courses articulate into higher education programs offers by other institutions and universities across Australia.



## ENROLMENT INFORMATION

### ELICOS Entry Requirements

- **General English (GE):** Applicants must be at least 18 years old.
- **English for Academic Purposes (EAP):** Applicants must have successfully completed and passed General English at the Upper Intermediate level or an equivalent qualification.
- **IELTS:** Applicants are required to meet the Upper Intermediate level in General English or an equivalent standard.

### Enrolment Procedure

1. Read this ELICOS Pre-Enrolment Information Guide
2. Select the course you wish to apply for
3. Complete the **AAC Application Form** available via the AAC website.
4. Email your completed Application Form and supporting evidence to: [sso@aac.nsw.edu.au](mailto:sso@aac.nsw.edu.au)
  - Copy of your Passport
  - Qualifications
5. If successful, AAC will issue you a **Letter of Offer** which includes a Written Agreement and a Tax Invoice for the deposit payment.
6. Read and return the signed **Written Agreement** via email or post to the address provided in the letter.
7. Arrange **payment of your course deposit** as indicated on your Tax Invoice.
8. Once the advance payment has been received, AAC will issue you an electronic **Confirmation of Enrolment (eCoE)** for visa application purposes.
9. Once your visa has been approved and you arrive in Australia you will be invited to an **Interview and Placement Test Appointment** one week prior to your course commencement.

### Conditions of Enrolment (Student Code of Conduct)

As a student of AAC, you have the right to:

- Be treated with respect and fairness, free from discrimination or harassment, regardless of religious, cultural, racial, gender, sexual or socio-economic differences, age or disability.
- Study and work in a safe, clean and cooperative environment.

- Have your personal property, including student work and computer files, protected from misuse or damage.
- Learn in an environment free from intimidation, bullying or disruptive behaviour.
- Access support services, including academic assistance, counselling, language and literacy resources.
- Receive clear, timely information about course requirements, assessment criteria, and academic performance feedback.
- Resolve complaints and disputes fairly and without fear of retaliation.
- Express and share ideas, ask questions, and actively participate in the learning process.

With rights come responsibilities. AAC students are expected to:

- Treat all members of the AAC community, including students, staff and visitors with courtesy, respect and fairness. Refrain from discriminatory or harassing behaviour.
- Submit original work, acknowledge other's contributions, and avoid plagiarism, cheating, or other forms of academic misconduct.
- Comply with AAC policies and procedures, including those related to bullying, harassment and sexual misconduct.
- Attend all scheduled classes and training sessions, participate fully in learning activities and submit assessments on time. Request extensions where necessary at least three days before the deadline.
- Avoid disruptive behaviour, and do not bring unauthorised substances or weapons onto campus.
- Respect and maintain AAC property, facilities and equipment.
- Arrive on time to classes with necessary materials, ready to engage in the learning process.
- Fulfil payment obligations as outlined in your enrolment agreement.

## **Course Deferral, Suspension or Cancellation**

AAC allows students enrolled in ELICOS courses to defer, suspend, or cancel their enrolment under specific conditions. These changes are permitted due to compassionate or compelling circumstances, student misconduct, or by student request, and must follow established procedures to ensure compliance with Australian regulatory frameworks such as the ESOS Act and National Code. Students can appeal any enrolment decision, and international students' enrolment changes are reported through PRISMS, which may affect visa status. AAC provides transparent processes to safeguard students' rights while maintaining academic integrity and compliance with visa conditions.

## COURSE FEE INFORMATION

All course fees and charges are payable in Australian Dollars (AUD). Fees must be paid in full by the due date specified on the invoice and/or scheduled fee date. Late payment fees may apply.

A complete schedule of course fees and charges is available on the AAC website

\*Please note: All fees are subject to change and may be updated without prior notice.

### Payment of Fees

Students may pay tuition fees in full or in instalments as outlined in their Letter of Offer and Written Agreement.

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's fee must be paid before the term commences and students will receive a reminder notice ten (10) days before the due date.

- AAC will not collect more than \$1500 AUD of the student's total tuition fee for a course before the student begins the course.
- AAC will not require any remaining fees earlier than two (2) weeks before the start of the student's second study period.
- A student may voluntarily pay earlier than two weeks but is not required to do so
- An exception to these two (2) weeks rule is if the fees are in relation to the first study period, or if it is a debt.
- After the first study period, AAC has no restrictions on when or how much tuition fees it can collect. However, students are still responsible for ensuring timely payment of their fees as per the payment schedule agreed to in their written agreement.

A late payment penalty will apply if the tuition fees are late:

- \$100.00 AUD if paid within 7 days after the due date
- \$200.00 AUD if paid more than 7 days after the due date

If fees are unpaid fourteen (14) days or more after the due date, AAC will inform the student in writing of its 'Intention to Report' for non-payment of fees to the Department of Home Affairs (DHA) via PRISMS.

A 10-day cooling-off period is offered from the time the student signs the Written Agreement and makes the initial payment. If the student withdraws during this period, a full refund of tuition fees will be provided, less the application fee.

## Refund Policy

Refunds are processed according to the terms specified in the student's Written Agreement. Refund eligibility is determined by the following scenarios:

Scenario	Refund Amount
	Refund calculated in accordance with the ESOS Act:
Visa refused before course commencement	Course fees paid minus the lesser of 5% of course fees or \$500 (less application fee).
Withdrawal > 28 days before course start	80% of tuition fees (less application fee)
Withdrawal < 28 days before course start	50% of tuition fees (less application fee)
Withdrawal after course commencement	No refund
Provider default	Refund of unused portion or transfer to another provider.

AAC will issue refunds in advance of payment of tuition fees within 28 days before course commencement when:

- A student's visa application is rejected by the Department of Home Affairs (DHA), and the student does not commence the course or withdraws before the agreed starting day, the refund will be calculated in accordance with Section 47E of the ESOS Act and the associated legislative instrument. The refund amount will be the course fees paid, minus the lesser of:
  - 5% of the course fees received by the institute before the default day; or
  - \$500.

The official visa refusal letter from DHA must be provided as evidence to process the refund. This approach ensures compliance with the ESOS Act requirements.

- 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, 50% of your tuition fee will be refunded.
- If you applied for a visa extension and it was not granted by DHA; 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 AAC 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 \$300 AUD cancellation fee.

The Australian Academy of Commerce (AAC) will not issue refunds for:

- Application fees, and non-tuition fees such administrative / materials 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 changes 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 DHA 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. AAC will provide the student a statement that explains how the amount has been worked out.

Refunds will only be given to the person who paid the tuition fees. Refunds will be made in Australian Dollars to the account specified in the refund application.

The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer law applies.

AAC is committed to transparency, fairness, and compliance in all financial dealings. For full details, refer to the **AAC's Fees Management & Refund Policy and Procedure**.

## TRANSFER BETWEEN REGISTERED PROVIDERS

ELICOS students cannot transfer to another provider before completing **six months of their principal course** (of the first six months of an ELICOS course if it's their principal courses), unless:

- The releasing provider issues a release letter in PRISMS
- The transfer meets certain circumstances as outlined in the National Code.

Transfers may be approved if:

- The original provider is unable to deliver the course
- The transfer is in the student's best interest, such as:
  - The course better meets their academic or language proficiency needs
  - Compassionate or compelling reasons exist (e.g., personal or medical reasons).
  - The student provides evidence of acceptance into a course at another provider.
  - The transfer aligns with the goals of the ELICOS program (e.g., progression to further study).

AAC ensures transfer requests are assessed fairly, considering academic progress, visa compliance, and student welfare. Transfers are not approved to avoid reporting for academic progress, fee payments, or attendance issues. Decisions, including approvals or refusals, are recorded in PRISMS, with students receiving a release letter if the transfer is granted.



## STUDENT SUPPORT SERVICES

### ELICOS Orientation

Student intake occurs every Monday, with an Orientation provided on an individual basis, inclusive of:

- Registration
- Placement Test
- Marking of Placement Test
- Placement into class using the Common European Framework References for Language (CEFR)
- Handing out of Student Handbook where all policies, procedures and other aspects are explained
- Explanation of timetable, course content, student needs
- Explanation of assessment timetable and requirements
- Explanation of Certification
- Tour of premises
- Introduction to teacher and cohort.

### Transition Support

AAC provides comprehensive transition support to ensure students successfully adapt to their learning environment and achieve their academic and career goals. This support includes:

- **Academic Skills Development**
  - Workshops on study skills, time management and LMS navigation
  - Tutoring and mentoring support for academic challenges
- **Personalised Learning Plans**
  - Development of individualised support strategies, including assistance for students with language, literacy and numeracy (LLN) needs.
- **Career and Employment Guidance**
  - CV writing, interview preparation and job placement assistance.
  - Industry insights and career pathway guidance tailored to student's vocational goals.
- **Well-being and Personal Support**
  - Access to counselling services for mental health, stress management and personal challenges.
  - Support for students managing work, family and study commitments.
  - Inclusive Support for Diverse Cohorts



- Tailored assistance for international students, indigenous students, students with disabilities and those from disadvantaged backgrounds to ensure equity and inclusion.

## **Student Support Services**

AAC is committed to creating an inclusive and supportive learning environment for all students. Support services include academic assistance such as one-on-one sessions and workshops on study strategies, essay writing, and research skills. For students with disabilities, mental health challenges, or special needs, reasonable adjustments are made, such as modified assessments, assistive technologies, or personalised learning plans. AAC also offers mental health and well-being support, including access to in-house counselling, referrals to external services, and emergency crisis protocols. All students are encouraged to disclose their needs during enrolment or seek assistance at any time to access tailored support services.

## **Support for International Students**

AAC provides dedicated support to help international students adapt to studying and living in Australia. Orientation sessions offer essential information on accommodation, public transport, and healthcare services. Targeted English Language Intensive Courses for Overseas Students (ELICOS) programs address language proficiency needs. International students also have access to academic and personal support services, including emergency contacts for health and legal issues and 24/7 helplines. AAC ensures compliance with the ESOS Act to uphold international students' rights and provide a safe, supportive environment.

## **Visa Requirements**

International students must hold a valid student visa to study in Australia. AAC provides guidance on visa application processes and ensures students understand the conditions they must meet, including:

- Maintaining full-time study: ELICOS students must attend a minimum of 20 contact hours per week.
- Satisfactory attendance and progress: Students are required to maintain at least 80% attendance and meet course progress standards.
- Updated contact information: Students must notify AAC of any changes to their residential address, phone number, or email within seven days.

### **Overseas Student Health Cover (OSHC)**

International students are required by the Australian government to have Overseas Student Health Cover (OSHC) for the duration of their student visa. OSHC covers essential medical expenses, including doctor visits, hospital care, and prescription medications. AAC checks that students have valid OSHC during enrolment and assists in arranging OSHC through preferred providers to ensure compliance and peace of mind.

### **Accommodation and Living Costs**

AAC can assist students in finding suitable accommodation, including homestay, student housing, or private rentals. The Australian government recommends a minimum of AUD \$21,041 per year for living expenses, excluding tuition fees. Typical costs include rent, utilities, food, transportation, and leisure activities. AAC staff can provide budgeting tips to help manage these expenses effectively.

### **Cultural Adaptation**

AAC fosters an inclusive environment that helps international students adjust to life in Australia.

Support includes:

- **Cultural Orientation:** Information on Australian customs, societal norms, and communication styles to ease adaptation.
- **Workshops and Social Events:** Opportunities to practice English and build friendships.
- **Counselling Services:** Professional advice for students experiencing homesickness, culture shock, or other challenges.

This comprehensive support ensures international students feel prepared and supported throughout their academic journey.

### **Bullying, Discrimination and Harassment**

AAC is committed to fostering a safe, inclusive, and respectful environment for all students, staff, and stakeholders. Bullying, discrimination, sexual harassment, and racism are strictly prohibited and will not be tolerated under any circumstances. AAC ensures a zero-tolerance approach to these behaviours, in compliance with Australian anti-discrimination laws and regulatory standards. Any incidents or concerns should be reported promptly through AAC's formal reporting mechanisms, which prioritise confidentiality and fairness. AAC will respond to all allegations sensitively, ensuring that appropriate support, investigation, and disciplinary actions are undertaken to protect the well-being and dignity of everyone in its community.

## Complaints and Appeals

The Australian Academy of Commerce (AAC) is committed to providing fair, transparent and accessible processes for addressing complaints and appeals, in line with national standards.

If you are dissatisfied with an academic or non-academic decision or have concerns about any aspect of your studies or services, you are encouraged to seek resolution through the Complaints and Appeals process.

AAC encourages informal resolution whenever possible; however formal complaints can be submitted in writing and will be addressed within a structured timeframe. You will not face any disadvantage or reprisal for lodging a complaint or appeal. If internal processes do not resolve your grievance, external mediation options are available to ensure a fair outcome.

### Procedure

Complaints should be submitted in writing and will be acknowledged within five (5) business days. If unresolved, complaints may progress through internal reviews, and external mediation is available if necessary. All complaints and appeals are handled promptly, impartially and confidentially. AAC provides support, such as interpreters or accommodations, when needed. Further details on the procedure are available in **AAC's Complaints and Appeals Policy and Procedure** on the AAC website.

## CAMPUS FACILITIES

AAC Language Centre campus is located at **Level 7, 11-17 York Street, Sydney NSW 2000**, located in the heart of Sydney's Central Business District. Our York Street campus offers students a premium learning experience surrounded by the energy and convenience of city life.

Just steps from Wynyard and Town Hall stations, and with buses, light rail, and major transport links nearby, students can easily explore all that Sydney has to offer, from the beaches of Bondi to the cultural hubs of Barangaroo and Darling Harbour. Whether you live locally or commute from the suburbs, getting to class has never been easier.

We provide a welcoming space where students can study, collaborate, and relax, featuring:

- Three common areas for self-study.
- A breakout area for downtime between classes.
- A student kitchen equipped with a fridge, microwaves, filtered water, and kettle with free tea and coffee.

- Convenient access to cafes, restaurants, shopping centres, cinemas, and sports facilities.

At AAC, we strive to make your study experience as enjoyable and comfortable as possible. With state-of-the-art classrooms, dedicated student spaces, and a prime location, our campus provides the ideal environment for learning, growth, and connection.

## Key Contact Details

### Australian Academy of Commerce | Language Centre

Level 7, 11-17 York Street, Sydney NSW 2000

#### Student Services Officer

Email: [sso@aac.nsw.edu.au](mailto:sso@aac.nsw.edu.au)

Phone: (+61) 2 9163 8903

#### Director of Studies ELICOS

Email: [elicos@aac.nsw.edu.au](mailto:elicos@aac.nsw.edu.au)

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