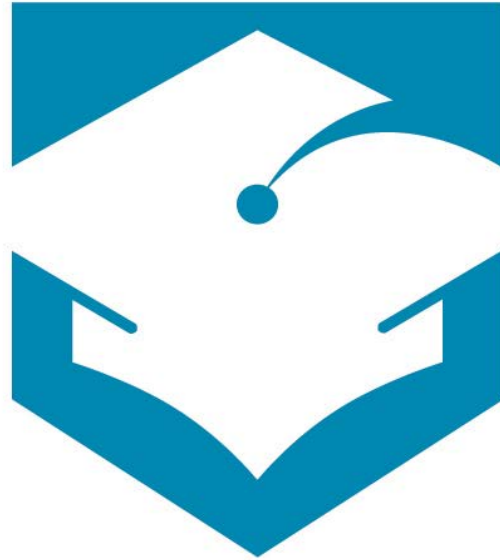


LANGUAGE CENTRE



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**

V2019.2

TABLE OF CONTENTS

<u>SUMMARY OF KEY POINTS</u>	4
<u>ENROLMENT AND ORIENTATION</u>	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.....	7
<u>COURSE INFORMATION</u>	7
ENGLISH COURSES	7
English courses structure	8
FEES AND REFUND POLICY	8
REFUND POLICY	9
TRANSFER BETWEEN REGISTERED PROVIDERS.....	11
Procedure for assessing students wishing to transfer <u>into</u> the Academy.....	11
Procedure for assessing applications wishing to transfer <u>out</u> of the Academy	12
<u>CLIENT SUPPORT</u>	13
AIRPORT PICK UP.....	13
ACCOMMODATION.....	13
HOMESTAY PARTNER.....	13
WHY IS HOMESTAY A GREAT OPTION?.....	13
STUDENT SUPPORT	14
LEARNERS' NEEDS.....	14
COUNSELLING	14
STUDENT VISAS	14
OVERSEAS STUDENTS HEALTH COVER (OSHC)	15
<u>ASSESSMENT PROCEDURES</u>	15
ASSESSMENTS.....	15
SUPPORT AND CAREER SERVICES	15
GRIEVANCE AND STUDENT COMPLAINTS AND APPEALS POLICY	16
External Process	17



MONITORING COURSE PROGRESS	17
COMPLETION WITHIN EXPECTED DURATION OF STUDY	17
EXTENSION OF STUDIES	18
ATTENDANCE.....	18
ACCEPTABLE ABSENCES	18
EVACUATION DRILLS	18
IMMIGRATION LAW	18
DRESS CODE.....	19
GENERAL BEHAVIOUR.....	19
STUDENT MISADVENTURE	19
STUDENTS CONTACT DETAILS	19
PRIVACY POLICY.....	19
STAFF RESPONSIBILITIES FOR ACCESS AND EQUITY	20
COURSE DEFERRAL, SUSPENSION AND CANCELLATION	20
ESOS LEGISLATION	21
<u>COST OF LIVING IN AUSTRALIA.....</u>	<u>21</u>

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:
 - DHA 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 2018.
- AAC can arrange homestay, temporary accommodation and airport pickup if you give us 14 days or more notice! Contact the Principal Administrator, Savvas Papandony. 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: **CTBAU2S**
Bank Address: **Double Bay NSW Australia:**

All applicants are welcome to visit us in Sydney at:

Main Campus
Level 8 & 9, 140 Elizabeth Street
Sydney NSW 2000

or

Language Centre (ELICOS only)
Level 5& 6, 140 Elizabeth Street
Sydney NSW 2000

Australian Academy of Commerce (AAC) is using Education Agents to recruit students. These agents are third parties and recruiting students on behalf of AAC.

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)
- 24 Hour emergency contact details & health services

Any additional questions you may have will be answered accordingly.

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 Home Affairs 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 8 & 9, 140 Elizabeth Street, Sydney. 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 5 & 6, 140 Elizabeth 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

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.

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

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 DHA 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
<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 – Received outside of regular academic term		\$250 per unit
Late assessment submission fee – Received within regular academic term		\$50 per assessment
Overdue tuition fees within 7 days		\$100
Overdue tuition fees over 7 days		\$200
Enrolment cancellation fee charged if student cancel after commencement		\$350
Any amendments of enrolment details requiring creation of a new e-CoE		\$40 per e-CoE
Airport Pick up Fee		\$200
Note: All fees are subject to variation and may change without notice.		

Refund policy

Under Standard 7 of the National Code 2018, 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 Australian Academy of Commerce ('Academy') is unable to deliver an enrolled course in full, students will be offered a refund of any unspent tuition fees received by the Academy in respect of the student in question. Unspent tuition fees are defined as the tuition fees paid into the Academy by a student for a study period, or periods, that has not commenced. Where a study period has commenced, per the published academic timetable of the Academy, there will be no unspent tuition fees to refund unless more than one study period was paid for in advance and the additional study period(s) are yet to commence. The unspent tuition fees will be the balance of any not yet commenced study periods, less the tuition fee of the commenced study period.

The refund will be paid within two weeks (10 business days) of the day on which the course ceased being provided. Alternatively, students may be offered enrolment in an alternative course offered by Australian Academy of Commerce at no additional cost. Students have the right to choose whether they would prefer a refund of unspent tuition fees, or to accept a place in another course. If students choose placement in another course, the Academy will ask them to sign a document to indicate that they accept the placement.

If the Academy is unable to provide a refund or place students in an alternative course the Tuition Protection Scheme (TPS) will attempt to place students in a suitable alternative course or, if this is not possible, they will be eligible for a refund as calculated by the TPS Director. Further information is to be obtained as required from the official TPS website <https://tps.gov.au> or phone number on 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 by the student or approved agent and submitted to a Student Services Officer. Australian Academy of Commerce will issue refunds of advanced 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 DHA (the official visa refusal letter from DHA 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 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 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 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. 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 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.

http://consumerlaw.gov.au/files/2015/06/ACL_framework_overview.pdf

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.

This policy is to ensure that the Academy does not enrol any transferring international student prior to the completion of six months of their principal course of study being completed unless that student has a valid letter of release agreeing to such a transfer.

The principal course of study in the package of courses is the highest course enrolled. If a student has not completed six months at the highest course enrolled, the student will not be granted a letter of release, except under compassionate or exceptional circumstances as determined by the Admin Manager or Academic staff. 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 DHA for failure to meet academic progress or attendance

The Admin Manager or Academic staff 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 10). AAC will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the Academy, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.

However if the request for transfer in the restricted period is detrimental to the student, the Academy may make an exemption and provide a letter of release. Any letter of release granted is issued at no cost to the student and we shall advise the student of the need to contact DHA to seek advice on whether a new student visa is required.

Student must apply for a letter of release using the **Student Transfer Application Form**. The Admin Manager or Student Services Manager will consider and respond to applications for a letter of release within 5 days of their lodgement.

Procedure for assessing students wishing to transfer into the Academy

The Academy will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered;
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider;
- The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change

In the event that the Academy knowingly enrolls a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study,

documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student's file.

The Academy will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code 2018 are met and then only in accordance with this procedure.

- An application is received from a student who is on-shore and who has indicated that they are currently studying at another institution. If they are under 18, the Academy will automatically refuse the application.
- Upon receiving signed application form the Academy will issue a valid Letter of Offer or Conditional Letter of Offer to the prospective student.
- Prospective student submit the Letter of Offer or Conditional Letter of Offer to the current RTO from he/she would like to transfer out. The RTO will assess the application for letter of release and make decision whether to issue letter of release or not. Note if they are in receipt of a government scholarship, they should provide a written support from the government agreeing to the change which will stand in lieu of any letter of release.
- If a letter of release or a government document is received and the student has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application proceeds as for all off-shore applicants.
- If no satisfactory letter of release is obtained from such students, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6 month period of the principal course has been passed.

Procedure for assessing applications wishing to transfer out of the Academy

Students must apply for a letter of release using the *Student Transfer Application Form*. The PEO will consider and respond to applications for a letter of release within 14 days of their lodgement.

A letter of release will normally be granted in the following situations:

1. Australian Academy of Commerce fails to deliver the course as outlined in the written agreement; or
2. The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the Academy; or
3. The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at the Academy and can demonstrate clearly how this will be alleviated through a transfer; or
4. There is evidence of compassionate or compelling circumstances; or
5. There is evidence that the overseas student's reasonable expectations about their current course are not being met; or
6. It has been agreed by the Academy the student would be better placed in a course that is not available at **Australian Academy of Commerce**; or
7. An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student; or
8. There is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives.

A letter of release will normally **not** be granted in the following situations:

- Student fees are in arrears;
- The proposed transfer will jeopardise 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 academically disadvantaged;

- The Academy is concerned that the student's application to transfer is a consequence of the adverse influence of 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 documented 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, Savvas Papandony [savvas@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:

- 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 are 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 Home Affairs website at <https://www.homeaffairs.gov.au/>

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 Director of Studies;
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 Director of Studies 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, Director of Studies, Compliance Manager, Academic staff 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.

Complaints Process

1. Generally, complaints are to be submitted to the SSO who will record the date, complainer and the substance of the complaint. The SSO can assist the student in completing the IAR if required. Note: Anonymous complaints may be issued, however it is not possible to provide further information as to the outcome of these complaints and where the situation is not straight forward it will not be possible to gain further insights and/or evidence, leaving the complaint in the area of anonymous feedback.
2. The SSO will inform the Quality Management Member – QMT (Student Services Manager, Director of Studies, Academic staff, Principal, Admission Manager and other managers) daily of the receipt of any complaints.
3. The QMT will attempt to resolve the complaint within 5 business days. The outcome of their discussion will be recorded in the 'complaints log'.
4. Where appropriate, other persons may be interviewed to verify the issues complained of, and/or further evidence may be requested.

5. Where no further information is required, the QMT member will resolve the issue and inform the complainant of the outcome within 10 business days.
6. Where further information is required, the QMT will resolve the issue within 10 business days of receipt of the complaint and inform the complainant of the outcome within 5 business days.
7. If the investigation is going to take further than 10 business days, or there is no satisfactory resolution, the QMT will refer the complaint to an external agency – either the Overseas Student Ombudsman or other independent person(s).
8. Students must be informed of their ability to appeal internally any decision made when communicating the outcome to the student.
9. Students who are unsatisfied at the outcome are invited to take up their issue with the Overseas Student Ombudsman (www.ombudsman.gov.au or 1300 362 072).
10. In instances where it may take longer than 60 days to resolve such an issue – for instance where a student is overseas or otherwise unavailable – all parties involved in the issue will be informed in writing of the reason why this much time is required and an update will be sent fortnightly until the issue is resolved.

External Process

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.ombudsman.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.

Also, students can contact outside agencies regarding their grievance. The *National Training Complaints Hotline* 1800 000 674 can be contacted at anytime during the process of grievance as well as the *NSW Department of Fair Trading*, General Customer Service Inquiries on 133 220 for commercial disputes. Students have the right to be represented by a nominee if they wish or seek external or legal advice. A student may also choose someone to be present with them at the time of interview.

Monitoring Course Progress

Australian Academy of Commerce ('Academy') is required in accordance with Standard 8 of the *National Code of Practice 2018* to monitor and record student academic progress throughout their period of enrolment.

Course progress is monitored during the term and after the completion of term. Students who are having academic difficulty are encouraged to seek help through their Trainer & Assessor ('T&A'). If preferred a Student Services Officer ('SSO') on behalf of the student can also assist in the process of unit completion by presenting their difficulty to the appropriate Trainer.

During the orientation program at the commencement of the course, students are provided with a Student Handbook, which they must sign off that they have read and understand all of its contents. Included in the handbook is information regarding the student visa conditions and requirements relating to satisfactory course progress.

When a student does not meet the course requirements for two consecutive terms they may be reported to DHA via PRISMS as required under section 19 of the ESOS Act 2000 and this may result in their visa being cancelled.

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 Home Affairs (DHA), 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 Home Affairs 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

All course participants 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 attend all scheduled face-to-face training sessions each week. At the commencement of each session, your trainer will provide a "sign-on" attendance sheet that must be initialled on arrival and departure. Students who do not attend a minimum of 80% of the weekly 20 face-to-face contact hours each term might be reported to Department of Home Affairs.

Should you be unable to attend classes for reasons such as illness, serious family problems, you are required to contact the Australian Academy of Commerce and explain your situation.

A medical certificate from a registered general practitioner is required if you are sick and this will be recorded on the attendance records. Students must provide a copy of their medical certificate upon return to class and keep the original for future records.

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 DHA 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

The Academy team is committed to assessing and recording all deferrals, suspensions or cancellations of study, ensuring that students within the process are informed of their rights and provided with due care and where relevant opportunities for appeal.

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 DHA 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. Before imposing the suspension or cancellation the Academy will:

- Inform the overseas student of that intention and the reasons for doing so, in writing
- Advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- The student **must continue to attend classes and maintain the enrolment** while the complaints and appeals process is ongoing, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Students must complete and submit a "Deferment & Suspension Application Form" to the Student Services Officer requesting to defer or temporarily suspend their studies, together with appropriate documentary evidence supporting their application (for example, a medical certificate).

The Student Services Officer will pass the application to the Administration Manager who will assess the application and make a decision. The Administration Manager or delegated officer will notify the student of the decision within 10 business days of lodgement. If the application for deferral or suspension is

approved, the Academy will notify the student in writing and the Academy will also notify DHA via PRISMS of the details of student deferral or suspension of studies.

If the application is refused the student will receive written notification of the decision and the reasons for the decision and is notified of their right to appeal the decision using the Student Complaint and Appeal Procedure in the Student Handbook. The Academy will only notify DHA of a change to the enrolment status when the complaints and appeals process has been completed. Students must be aware that deferring, suspending or cancelling the enrolment may affect their student visa.

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 2018. 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