



AUSTRALIAN
ACADEMY *of*
COMMERCE
Explore. Learn. Achieve

Australian Academy of Commerce Student Handbook 2025



Table of Contents

Student Details	6
ABOUT THE AUSTRALIAN ACADEMY OF COMMERCE (AAC)	7
Introduction.....	7
Accreditation and Articulation.....	7
Our Vision.....	7
Our Mission	7
STUDENT INFORMATION	8
AAC Campus	8
Notice Boards.....	8
Stationery and Equipment	8
Lost and Found	9
Campus Conduct.....	9
Social Activities.....	9
ELICOS Student Excursions	9
Orientation	10
ELICOS Orientation	10
VET Orientation	10
Unique Student Identifier	11
Student Card.....	11
Transition Support.....	11
Student Support Services	12
Support for Diverse Student Cohorts.....	12
INTERNATIONAL STUDENT INFORMATION	13
Accommodation	13
Adjusting to Life in Australia.....	14



Living Costs.....	14
Compliance with Visa Conditions	15
Overseas Student Health Cover (OSHC).....	15
MANAGING YOUR ENROLMENT	16
Information Management	16
Updating Personal Details	16
Accessing and Managing Student Records.....	16
Requesting Enrolment Changes.....	16
Course Credit and Recognition of Prior Learning (RPL)	17
Credit Transfer (CT)	17
Course Deferrals	17
Transferring Between Registered Providers.....	18
Course Withdrawals	19
Course Fees and Refund Policy	19
Tuition Fees	19
Non-Tuition Fees.....	19
Student Obligations	19
Refund Policy.....	20
Quality Training and Assessment	21
AAC Teachers, Trainers and Assessors.....	21
Vocational Education and Training (VET).....	21
English Language Intensive Courses for Overseas Students (ELICOS)	22
Commitment to Student Success and Compliance	22
Our Approach to Assessment	22
VET Assessment.....	23
ELICOS Assessment.....	23
Assessment Moderation & Validation	24
Assessment Moderation	24
Assessment Validation	25



Academic Integrity	25
Submitting your Assessments	26
Re-attempts for Not Yet Competent (NYC) Assessments	26
Assessment Appeals	27
Attendance	27
Vocational Education and Training (VET) Attendance	27
English Language Intensive Courses for Overseas Students (ELICOS) Attendance.....	27
Acceptable Absences	28
Illness during class-time	28
Monitoring and Support	28
Course Progression and Risk Intervention	29
Ongoing Monitoring and Reporting	30
Completion within Expected Duration of Study	30
Certification Documentation	30
VET Certification	31
ELICOS Certification	31
CEFR Language Levels for General English	31
EAP Certification	31
IELTS Preparation	32
Pathways and Progression	32
WORKPLACE HEALTH & SAFETY	34
What to Do in Case of a WHS Concern or Incident.....	34
Useful Contact Details.....	34
Safety on Campus	35
Security	35
Emergencies on Premises.....	35
Critical Incident Management	35
Sexual Assault and Sexual Harassment (SASH)	36
What to Do If You Experience or Witness SASH	36
Bullying, Discrimination, and Harassment	37



What to Do If You Experience or Witness Bullying or Harassment	37
Who to Contact	37
Key Emergency Contacts for All Situations	38
<i>Continuous Improvement</i>	38
<i>Complaints & Appeals</i>	39
Procedure	39
Academic Complaints (e.g. Assessment Outcomes, Course Delivery)	39
Non-Academic Complaints (e.g. Enrolment, Services, Staff Behaviour).....	39
<i>Key Contact Details</i>	40



Student Details

This Student Handbook is the property of:

Name

Address in Australia

Home Telephone

Mobile

Email

Student ID Number

Passport Number / Australian Drivers Licence Number

Overseas Health Cover Number (if applicable)

Tax File Number

In case of emergency please notify:

Name

Address in Australia

Telephone

Mobile

Email

Relationship to you

ABOUT THE AUSTRALIAN ACADEMY OF COMMERCE (AAC)

Introduction

Welcome to the Australian Academy of Commerce (AAC). This handbook is your guide to AAC policies, procedures and student life. Should you require additional information, please contact the Student Services Officer (SSO) at sso@aac.nsw.edu.au

We wish you every success in your studies!

Accreditation and Articulation

AAC is registered with the Australian Skills Quality Authority (ASQA) and our Vocational Education and Training (VET) courses are aligned with the Australian Qualifications Framework (AQF).

Our English programs are endorsed by the National ELT Accreditation Scheme (NEAS) and follow the Common European Framework Reference for Languages (CEFR).

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

Our Vision

Australian Academy of Commerce Pty Ltd is committed to empowering graduates with the knowledge, skills and global perspectives to make meaningful contributions to their profession and communities.

Our Mission

To be a leading education provider committed to excellence in teaching, learning and student support, delivering quality education and training through VET and ELICOS programs, that equip graduates for success in a diverse and dynamic world.

STUDENT INFORMATION

AAC Campus

The AAC campus is located at Level 5, 579 Harris Street, Ultimo NSW, conveniently located in one of Sydney's vibrant inner-city suburbs. Ultimo is known for its rich cultural heritage and close proximity to key landmarks such as Darling Harbour, Chinatown and the Central Business District.

Our campus features five classrooms, including one fully equipped computer lab. Each classroom is equipped with a computer, speaker, projector, and whiteboard to support interactive learning.

Additional facilities include:

- A student kitchen equipped with a fridge, microwave, sandwich press, and kettle with free tea and coffee.
- Two comfortable common areas and a vending machine for breaks.
- Free Wi-Fi throughout the campus.
- Student-use computers and four printers to assist with coursework and assessments.
- Convenient access to cafes, restaurants, shopping centres, cinemas, and sports facilities.

Notice Boards

There are notice boards in strategic places around the campus. These contain information of:

- important announcements
- class and exam timetables including any changes to the normal routine
- weekend and after class social activities
- advice on problems, safety, medical and first aid
- student mail sent care of the campus
- shared accommodation
- club announcements
- ELICOS class excursion

We will also e-mail updates and information to you as required.

Stationery and Equipment

Through our wireless network, you have Internet access throughout your studies on campus for free! But you are expected to have your own laptop with mobile technology, stationery, calculators and other study equipment.

Lost and Found

If you lose or find something while on campus, please report it to the Student Services Officer (SSO). Please mark your name on all articles you use in the classroom. If you lose bank or credit cards, report it to the appropriate provider immediately. You may also wish to report it to the police. If you lose your passport report it immediately to your country's Consulate-general. Seek advice from the SSO if necessary.

Campus Conduct

AAC is committed to maintaining a safe, respectful, and professional learning environment in accordance with the Student Code of Conduct. The campus strictly prohibits smoking, vaping, alcohol consumption, and the use of illegal substances. Smoking, including the use of e-cigarettes or vaping devices, is not permitted anywhere on AAC premises. The possession, consumption, or influence of alcohol or illicit drugs on campus or during AAC-related activities is strictly forbidden. Violations of this policy will be addressed under the Student Code of Conduct and may result in disciplinary action, including warnings, suspension, or cancellation of enrolment.

Social Activities

Involving yourself in social activities is a great way to make friends and enjoy your time in Australia. Check your email & notice boards for organised activities and excursions organised throughout the year. Sport is a great way to maintain physical fitness while you are studying. Students can become members of local sporting teams or participate in local sporting special events.

ELICOS Student Excursions

ELICOS classes hold an excursion once a month. This excursion usually takes place within Assessment week so that activities can be included in their Writing and Speaking assessments. These excursions are a day of study and are mandatory. Attendance is taken. The excursions generally last for 3-5 hours and are held by the classes' respective teachers.

We try to keep the cost at a minimum. However, many times students request a particular outing that may cost the price of an expensive entry ticket, such as Taronga Park Zoo or Luna Park. In this case, the excursion is organised only if all students agree. You can often obtain an entry price discount by using your AAC student card.

Orientation

All students must attend orientation, where key information about your course and campus is provided. Orientation takes on two different forms depending on whether you are studying an ELICOS program or Vocational Education and Training (VET).

ELICOS Orientation

Student intakes occur every Monday, with 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 and 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

VET Orientation

Orientation for VET Students is mandatory and is conducted one week before the commencement of term and takes on the following format:

- registration
- introduction to cohort and Trainers
- PowerPoint presentation which explains all Policies and Procedures
- handing out of Student Handbook where students are guided on how to find information
- explanation of timetable
- course content and student needs
- course requirements
- explanation of AAC's Learning Management System (LMS)
- demonstration of LMS and how to use password
- explanation of Certification
- tour of premises

Unique Student Identifier

All students enrolled with AAC must apply for a Unique Student Identifier (USI). A USI is your individual education number which gives you an online record of your vocational and education training (VET) undertaken in Australia. No student will be issued with any AQF certification unless they hold a valid USI or have an exemption. Students might seek exemption if they have a genuine personal objection to being assigned a USI and will be able to apply for an exemption to the Student Identifiers Registrar. <https://www.usi.gov.au/exemptions>

Student Card

AAC issues all students with a student card. Students on campus must carry their card with them at all times. To obtain your student card, please complete the **Student Card Request Form** and give it to the Student Services Officer (SSO). Your student identification card will be ready within several days. This card is used on campus for identification and will enable you to get some student entry discounts around Sydney. If your student card has been lost or stolen, AAC will issue a new card for a charge of \$25AUD.

Note: The AAC student card does not entitle you to concession transport fees. Transport concession is not available to international students on a student visa unless you are less than 16 years of age. Please be aware that AAC does not accept students under 18 years of age.

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

If you have a problem, please talk to someone!

Feel free to speak to your teacher (ELICOS) / trainer (VET) or AAC's Student Services Officer (SSO). AAC is dedicated to providing comprehensive support services to help students succeed academically and personally. AAC offers a range of support options, including academic assistance, mental health and well-being services, language and literacy support, and disability accommodations. Students can access individualised support plans, counselling services, and academic skill-building workshops to enhance their learning experience. The Student Services Officer (SSO) is available to assist with course guidance, study challenges, and personal concerns, ensuring students feel supported throughout their educational journey. Teachers and Trainers can also act as Student Support Officers but more so in an academically focussed manner. The Student Services Officer (SSO) will assist students who require advice, help and support in any aspect of school life, including adjusting to study and life in Australia. The SSO is able to clarify important information and / or direct you to:

- counselling
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes, and
- student visa obligations (meeting course & attendance requirements).

AAC is committed to fostering an inclusive and respectful learning environment where students can thrive and achieve their goals.

AAC's Student Support Officer (SSO)

On Campus: Monday to Friday, 9am – 5pm

Phone: (+61) 2 9163 8903

Email: sso@aac.nsw.edu.au

Support for Diverse Student Cohorts

AAC provides tailored support services for students from different cultural backgrounds, those with disabilities, and students requiring academic or personal assistance. Through reasonable adjustments, personalised support plans, and access to mental health and well-being services, AAC

ensures that all students can engage fully in their education and actively promotes equity, mutual respect, and access to learning by offering resources such as language assistance, academic support programs, and flexible learning adjustments where required. AAC encourages students to seek support when needed and remains dedicated to removing barriers to success, ensuring every student has the opportunity to achieve their academic and personal goals.

INTERNATIONAL STUDENT INFORMATION

Studying in Australia is an exciting experience, and we are committed to supporting you throughout your journey. As an international student, you are protected under the [Education Services for Overseas Students \(ESOS\) Framework](#), which ensures that you receive high-quality education and the support services you need to succeed. The [ESOS Act 2000](#) and the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) outline your rights and responsibilities while studying in Australia.

Student Services is available to provide guidance on adjusting to life in Australia, understanding your visa conditions, and accessing essential resources.

Accommodation

AAC understands that finding suitable accommodation is an important part of the student experience. Our Student Services Officers (SSO) is available to provide advice and guidance on accommodation options based on individual needs and preferences.

- **Homestay:** students can enjoy the opportunity of living with an Australian family and practising their English language skills. Pricing varies depending on age, location, preferred level of service and additional requirements. Premium pricing may apply to some placements and will be advised in the initial homestay quote. For minors (under 18 years of age) there may be different prices as hosts are specifically trained and certified to support younger guests. Please see our SSO for further information or follow the link <https://www.homestaynetwork.org/students/pricing/>
- **Private Rental:** Students seeking independent living arrangements can opt for private rentals. The average cost of a single-room rental in Sydney ranges from \$650 to \$1,200 per week, depending on the location and type of accommodation.



- **Student Apartments:** Purpose-built student accommodation offers a convenient and community-focused living experience. These apartments often include furnished rooms, shared or private facilities, security, and common areas such as study rooms and gyms. Prices typically range from \$400 – \$900 per week, depending on location, room type, and amenities. Some popular providers in Sydney include:
 - **Scape** (www.scape.com) – modern, fully furnished apartments with utilities included.
 - **UniLodge** (www.unilodge.com.au) – student-focused living with various accommodation styles.
 - **Urbanest** (www.urbanest.com.au) – offers a social and study-friendly environment.
- **Shared Housing:** Sharing an apartment or house with other students is a cost-effective way to live in Sydney. Students can rent a private room in a shared house or apartment, reducing costs by splitting rent and utilities. Prices generally starting from \$250 – \$700 per week, depending on the location and size of the room. Websites such as:
 - **Flatmates.com.au** (www.flatmates.com.au)
 - **Gumtree** (www.gumtree.com.au)
 - **Facebook Marketplace**
- **Hostels & Short-Term Accommodation:** For students who need temporary housing while they look for long-term accommodation, hostels and budget hotels are an affordable option. Prices start from \$40 – \$150 per night, with discounts available for long-term stays. Some recommended options in Sydney include:
 - **YHA Sydney Central** (www.yha.com.au)
 - **Wake Up! Sydney** (www.wakeup.com.au)
 - **Sydney Central Inn** (www.sydneycentralinn.com.au)

Adjusting to Life in Australia

Living Costs

Understanding the average cost of living in Australia is an essential part of financial planning for international students. Below is an overview of the expected expenses associated with living and studying in Australia. *(All costs are in Australian dollars and are subject to change.)*

An international student living in Sydney typically requires approximately AU\$24,505 per year for living expenses (as per the Australian Government's Department of Home Affairs 2023-2024 financial requirements for student visa holders).

Note: This estimate does not include tuition fees and may vary based on individual lifestyle choices.

For example, frequent dining out, owning a vehicle, or choosing private accommodation will significantly increase living costs.

Suggested Weekly Budget

(These figures are estimates and may vary depending on personal spending habits and lifestyle.)

- Accommodation: AU\$100 – AU\$250 (for a shared house or apartment)
- Utilities (gas, electricity, water): AU\$15 – AU\$25
- Phone & Internet: AU\$20 – AU\$40
- Food & Dining: AU\$150 – AU\$300
- Public Transport: AU\$35 – AU\$70
- For more information, visit [Transport NSW](#)

Additional Costs to Consider

- Health Insurance (OSHC): AU\$500 – AU\$700 per year (varies by provider)
- Entertainment & Social Activities: AU\$50 – AU\$150 per week
- Personal Expenses (clothing, toiletries, etc.): AU\$30 – AU\$80 per week

Compliance with Visa Conditions

International students must hold a valid student visa to study in Australia and continue to meet the conditions of their student visa, including:

- Maintaining full-time study: 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 (7) 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.

MANAGING YOUR ENROLMENT

Students are responsible for managing their enrolment and keeping their personal records up to date. This ensures smooth communication and compliance with academic and visa requirements.

Information Management

Updating Personal Details

Students must notify Student Services of any changes to their personal information, including:

- Address, phone number, or email (international students must update these within seven (7) days to comply with visa conditions).
- Emergency contact details.
- Changes in visa status.

These updates can be made by completing AAC's **Student Record Update Form** available from Student Services.

Accessing and Managing Student Records

Students can request access to their academic records, enrolment details, or attendance records by submitting a **Student File Access Request Form**. Requests will be processed within ten (10) business days, and official transcripts may incur a small administrative fee.

Requesting Enrolment Changes

Students may request to:

- Defer or suspend enrolment due to compassionate or compelling circumstances.
- Transfer to another course within AAC.
- Withdraw from their course (students should review the Refund Policy before submitting a withdrawal request).

All changes to enrolment must be approved by AAC and may have visa implications for international students.

Enrolment Support for Students

For assistance with enrolment management, students can contact AAC's Student Services Officer (SSO); sso@aac.nsw.edu.au who can provide guidance on academic pathways, visa compliance, and general support services.

Keeping records updated and managing enrolment proactively ensures students remain compliant and receive all necessary communications and support from AAC.

Course Credit and Recognition of Prior Learning (RPL)

We recognise that students may have prior learning, qualifications, or experience that can contribute towards their current studies. Our Credit Transfer and Recognition of Prior Learning (RPL) processes are designed to ensure that students receive appropriate recognition for their previous studies or work experience, helping them complete their qualifications more efficiently.

Credit Transfer (CT)

Credit Transfer allows students to receive recognition for previously completed studies that are equivalent to units in their current course.

- Students who have successfully completed identical or equivalent units in a nationally recognised qualification may be eligible for automatic credit transfer.
- Applications for Credit Transfer must include certified copies of academic transcripts or Statements of Attainment from another Registered Training Organisation (RTO).
- There is no charge for Credit Transfer applications, and approval of credits may result in a reduced course duration for eligible students.
- If Credit Transfer leads to a shortened study duration for international students, AAC will notify the Department of Home Affairs (DHA) via PRISMS in accordance with visa regulations.

Recognition of Prior Learning (RPL)

RPL is an assessor-led process that evaluates a student's existing skills, knowledge, and experience gained through:

- Previous formal education (qualifications or training courses).
- Work experience (paid or unpaid roles).
- Community or volunteer work.

For more details or to apply, please contact our Student Services Team, sso@aac.nsw.edu.au

Course Deferrals

Students may apply for a course deferral if they need to temporarily postpone their studies before their course commences. Deferrals are granted only in cases of compassionate or compelling circumstances, such as serious illness, bereavement of a close family member, natural disasters, visa processing delays, or other unforeseen situations impacting the student's ability to begin their studies.

To apply for a deferral, students must submit a Deferment or Suspension Request Form to the Student Services Office (SSO) along with supporting documentation (e.g., medical certificates, official letters). AAC will assess the request and provide a decision in writing within 10 business days. If approved, the deferral will be recorded in PRISMS for international students, and the Confirmation of Enrolment (CoE) may be updated to reflect the new commencement date.

Deferrals are generally limited to one study period, except in exceptional circumstances requiring a longer postponement. International students should note that a significant deferral period may impact their visa status, and they are advised to consult the Department of Home Affairs (DHA) for guidance. If the deferral extends beyond the original CoE end date, students may need to reapply for a new visa.

For more details, students should contact the Student Services Office or refer to AAC's Deferment, Suspension, or Cancellation of Student Enrolment Policy.

Transferring Between Registered Providers

International students at AAC are not permitted to transfer to another provider before completing six months of their principal course, except under specific conditions:

1. The releasing provider issues a release letter in PRISMS
2. 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).

To request to transfer students must complete the **AAC International Student Transfer Request Form** (available from Student Services or the AAC website) and provide supporting documentation.

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.

Course Withdrawals

Students who wish to withdraw from their course at AAC must submit a formal withdrawal request in writing to the Student Services Officer (SSO). Students are encouraged to review AAC's *Fees Management & Refund Policy and Procedure* before making a decision, as refund eligibility depends on the timing of the withdrawal. Withdrawals made before course commencement may be eligible for a partial refund, while withdrawals after the course has commenced are generally non-refundable. AAC follows a transparent process to assess withdrawal requests, ensuring compliance with visa requirements and academic policies. Students must also be aware that withdrawing from their course may affect their student visa status, and they should seek advice from the Department of Home Affairs (DHA) if needed. For further assistance, students can contact the AAC Student Services Office.

Course Fees and Refund Policy

The Australian Academy of Commerce (AAC) is dedicated to ensuring students are fully informed about their financial obligations prior to enrolment. AAC provides clear and accurate information on tuition fees, non-tuition fees, payment schedules, and refund conditions, as per the ESOS Act, the National Code 2018, and the Standards for RTOs 2015.

Tuition Fees

Tuition fees cover the cost of training and assessment services. Students are required to pay their tuition fees as per the schedule outlined in their Written Agreement.

Non-Tuition Fees

Non-tuition fees may include costs for materials, reassessment, accommodation placement, or other administrative services. These fees are clearly detailed in the Schedule of Fees and Charges.

Student Obligations

Students must ensure timely payment of all fees to maintain uninterrupted access to learning resources, classes, and assessments. Failure to meet payment deadlines may result in late payment penalties, suspension of services, or, in severe cases, cancellation of enrolment.

AAC understands that financial difficulties may arise. In such cases, students are encouraged to contact the Student Services team to discuss their situation and explore options, such as payment

plans. It is the student's responsibility to adhere to any agreed-upon payment arrangements to maintain their enrolment status and academic progress.

Refund Policy

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

- Visa Refused Before Course Commencement: Refund calculated in accordance with the ESOS Act - course fees paid minus the lesser of 5% of course fees or \$500 (less application fee).
- Withdrawal 28 Days or More Before Course Start: 80% of tuition fees refunded (less application fee)
- Withdrawal Less Than 28 Days Before Course Start: 50% of tuition fees refunded (less application fee)
- Withdrawal After Course Commencement: No refund provided
- Provider Default: Refund of unused portion or transfer to another provider.

Non-refundable items:

- Application fee
- Overseas Student Health Cover
- Materials and administrative fees.

A 10-day cooling-off period is offered from the date the Written Agreement is signed and the initial payment is made, during which students may withdraw and receive a full refund of tuition fees (less the application fee).

Refunds are processed within four weeks (28 days) of receiving a completed **AAC Refund Application Form** and are issued to the person who made the original payment in Australian Dollars.

To safeguard student payments, the Tuition Protection Service (TPS) ensures that international students receive course continuity or a refund in cases where AAC is unable to deliver a course as agreed. If AAC ceases operations or a course is cancelled, students will be offered an alternative placement at no additional cost or a refund of unused tuition fees. The TPS, managed by the Australian Government, ensures compliance with the Education Services for Overseas Students (ESOS) Act 2000 and protects international student fees. Refunds for student-initiated withdrawals or visa refusals are processed per AAC's Fees Management and Refund Policy, with eligibility determined by the timing and circumstances of withdrawal

Quality Training and Assessment

The Australian Academy of Commerce (AAC) is committed to delivering high-quality training and assessment for both Vocational Education and Training (VET) and English Language Intensive Courses for Overseas Students (ELICOS) programs. Our courses are designed to meet nationally recognised standards and align with the Standards for RTOs 2015, the ESOS Act 2000, and the ELICOS Standards 2018 to ensure all students receive industry-relevant education that enhances their skills and career opportunities.

For VET students, training is practical and competency-based, combining theoretical learning with hands-on experience to develop job-ready skills. Assessments are fair, consistent, and transparent, utilising various methods such as projects, case studies, written tasks, and practical demonstrations to ensure students can demonstrate competency in their chosen field.

For ELICOS students, AAC provides structured, interactive, and engaging language teaching that focuses on improving listening, speaking, reading, and writing skills. Lessons are delivered in a face-to-face classroom environment, and assessments include ongoing progress monitoring, participation evaluations, and formal tests to track language proficiency development.

AAC Teachers, Trainers and Assessors

At AAC, all teachers, trainers, and assessors must meet specialist training and assessment qualifications in accordance with the Education Services for Overseas Students (ESOS) Act 2000, the NEAS Quality Assurance Framework, and the Standards for Registered Training Organisations (RTOs) 2015. Our educators are highly qualified, experienced, and industry-current, ensuring that students receive the highest standard of education in both Vocational Education and Training (VET) and English Language Intensive Courses for Overseas Students (ELICOS).

Vocational Education and Training (VET)

AAC's VET trainers and assessors meet the Standards for RTOs 2015, holding:

- Certificate IV in Training and Assessment (TAE40122) or an equivalent, ensuring they are qualified to deliver and assess competency-based education.
- Relevant industry experience in their field to provide practical, up-to-date knowledge and skills.
- Ongoing professional development, as required by Clause 1.13 – 1.16 of the Standards for RTOs 2015, to maintain currency in their industry area and teaching methodologies.

Our VET trainers ensure that assessments are valid, reliable, fair, and flexible, using varied assessment methods such as practical tasks, projects, case studies, and workplace simulations to reflect real-world industry requirements.

English Language Intensive Courses for Overseas Students (ELICOS)

AAC's ELICOS teachers adhere to the ELICOS Standards 2018 and are required to have:

- A recognised degree or higher qualification.
- A specialist TESOL qualification of at least a CELTA (Certificate in English Language Teaching to Adults), TESOL, or equivalent postgraduate teaching qualification.
- Relevant experience in teaching English as a Second Language (ESL).

Our ELICOS teachers support international students by delivering interactive, structured, and communicative lessons that develop essential reading, writing, listening, and speaking skills. Assessments are designed to track progress and ensure students reach their target English proficiency levels for further study or professional use.

Commitment to Student Success and Compliance

AAC's educators understand the diverse needs of both international and domestic students and are committed to fostering an inclusive, engaging, and student-centered learning environment. They comply with the ESOS National Code 2018, ensuring that international students receive high-quality education, academic support, and welfare services while studying in Australia.

AAC ensures that all teachers, trainers, and assessors participate in ongoing professional development, industry engagement, and quality assurance activities under the NEAS Quality Framework and Standards for RTOs 2015, ensuring continuous improvement and compliance with national education standards.

Our Approach to Assessment

Assessment is a fundamental component of learning, designed to measure student progress, competency, and overall achievement in both Vocational Education and Training (VET) and English Language Intensive Courses for Overseas Students (ELICOS). Our assessment practices align with national education standards, including the Standards for Registered Training Organisations (RTOs) 2015, the Australian Qualifications Framework (AQF), and the ELICOS Standards 2018

VET Assessment

AAC's VET Programs follow a Competency-Based Training (CBT) approach, where students demonstrate their ability to meet workplace standards through practical application and theoretical knowledge.

All assessments comply with the Principles of Assessment to ensure they are:

- Fair – students are given an equal opportunity to demonstrate competency.
- Valid – assessments align with the required industry and training package standards.
- Reliable – assessment outcomes are consistent across students and trainers.
- Flexible – assessments consider different learning styles and student needs.

Types of VET Assessment

AAC utilises both Formative and Summative assessment strategies:

1. Formative Assessment (Ongoing Learning Assessment)
 - Includes class discussions, case studies, and interactive activities.
 - Provides students with feedback to improve their understanding before final assessment.
2. Summative Assessment (Final Competency Evaluation)
 - Includes written tests, reports, practical demonstrations, projects, and workplace simulations.
 - Determines whether a student has achieved competency in a unit of study.

Assessment Feedback & Reassessment

Students receive detailed feedback on assessment performance. If a student is Not Yet Competent (NYC), they will be given a chance to resubmit or undertake further training. Appeals on assessment outcomes can be lodged through AAC's Complaints and Appeals Process.

ELICOS Assessment

Assessment in ELICOS programs follows a structured framework, incorporating both Formative and Summative assessments to track student progress and proficiency in English.

Formative Assessment (Ongoing Monitoring)

Formative assessments provide continuous feedback to students and allow teachers to track progress throughout the course. These assessments include:

- Homework assignments and in-class exercises.
- Participation in discussions and group activities.

- Self and peer-assessments to develop reflectivity.
- Teacher observations on reading, writing, listening, and speaking skills.
- Weekly Formative Assessment Checklists, ensuring active student engagement.

Summative Assessment (Progress Testing & Level Advancement)

Every four weeks, students undertake Summative Progress Tests to evaluate their English proficiency.

These tests include:

1. Grammar (used for practice, not included in certification).
2. Listening comprehension exercises.
3. Reading tasks to assess understanding.
4. Writing assessments to evaluate effective written communication.
5. Speaking evaluations, including pronunciation, fluency, communication, pronunciation and coherence.

Advancement & Certification

To progress to the next English proficiency level, students must pass at least three Progress Tests at 60% or higher. Students who successfully complete their course receive an AAC Certificate of English Proficiency, outlining their CEFR level (A1 – C2).

Assessment Moderation & Validation

Assessment moderation and validation are essential quality assurance processes that ensure all assessments are fair, consistent, reliable, and aligned with national and industry standards. These processes apply to both Vocational Education and Training (VET) and English Language Intensive Courses for Overseas Students (ELICOS) programs, supporting continuous improvement in assessment practices.

Assessment Moderation

Moderation ensures fair and consistent grading by reviewing assessments across different assessors and students. This involves:

- VET: Reviewing samples of assessments, aligning grading decisions, and ensuring compliance with competency-based training standards.
- ELICOS: Peer and expert moderation to maintain consistency in language proficiency evaluations.

Moderation sessions occur regularly throughout the year, with findings documented for continuous improvement.

Assessment Validation

Validation ensures that assessment tools accurately measure competency and meet regulatory and industry standards. This includes:

- VET: Checking assessments against Training Package requirements to ensure alignment with workplace skills.
- ELICOS: Ensuring test materials are valid and aligned with CEFR language proficiency levels.

Validation meetings are held annually, and all improvements are recorded and implemented before the next assessment cycle.

Both moderation and validation support continuous improvement in assessment practices, ensuring fair, transparent, and effective learning outcomes for all AAC students.

Academic Integrity

Academic integrity ensures that all assessments are completed ethically and fairly, supporting AAC students in developing genuine knowledge and skills that reflect their personal learning achievements.

Principles of Academic Integrity

All students, trainers, assessors, and teachers must uphold the following principles:

- Honest Work – Submit original work and properly acknowledge all sources using appropriate referencing styles (e.g., Harvard, APA, MLA).
- No Plagiarism – Do not copy another person's work, ideas, or data without proper citation.
- No Cheating or Collusion – Students must complete their own work and not collaborate on individual assessments unless permitted.
- Use of AI Tools – If AI tools (e.g., ChatGPT) are used, their contribution must be properly cited, and students must demonstrate original thought and analysis.

Types of Academic Misconduct

Breaches of academic integrity include:

- Plagiarism – Copying or using another person's work without acknowledgment.
- Contract Cheating – Paying or asking someone else to complete an assignment.
- Collusion – Unauthorised collaboration on an individual task.
- Cheating – Using unauthorised materials or assistance during an exam or assessment.
- Misrepresentation – Falsifying data, records, or work submissions.

Detection and Consequences

Trainers and assessors review all assessments for originality and authenticity. If a student is suspected of misconduct, they are notified and given a chance to respond. Penalties range from warnings to failing grades or course suspension, depending on the severity of the breach. Students can appeal decisions within 20 business days through AAC's Complaints and Appeals Policy.

Submitting your Assessments

- All students must submit assessments by the due date as specified in their unit or course requirements.
- Assessments must be completed independently, unless group work is specifically required.
- VET students must submit assessments through the Learner Management System (LMS) or as directed by their trainer.
- ELICOS students' complete assessments through weekly formative tasks and scheduled summative tests in class.

Late submissions may result in penalties or ineligibility for a re-attempt, unless prior approval has been granted due to compassionate or compelling circumstances.

Re-attempts for Not Yet Competent (NYC) Assessments

If a student is Not Yet Competent (NYC) or does not achieve the required standard, they are entitled to one re-attempt at no additional cost.

VET Re-attempt Process:

1. Students who receive NYC will receive detailed feedback from their assessor.
2. One re-attempt is allowed within the agreed timeframe.
3. If the second attempt is unsuccessful, students may be required to re-enrol in the unit or undertake additional learning support.

ELICOS Re-attempt Process:

1. Students who do not achieve 60% or higher in their Summative Progress Test must undertake additional language support before their next attempt.
2. If a student fails to progress after three progress tests, they may need a personalised Learning and Assessment Strategy before moving to the next English level.

Failure to meet progression requirements may lead to intervention strategies, including additional learning support, counselling, or referral to Student Services.

Assessment Appeals

Students may appeal an assessment decision if they believe:

- The assessment was not fairly conducted.
- The evidence provided was not fully considered.
- The assessment process did not follow the prescribed methodology.

Appeal Process:

1. Submit a written appeal to the Director of Studies (DoS) within 20 business days of receiving the assessment result.
2. The appeal will be reviewed by an independent assessor.
3. A final decision will be provided in writing within 10 business days.

If a student is not satisfied with the outcome, they may escalate their appeal through AAC's Complaints and Appeals Policy.

Attendance

Attendance is a critical requirement for all students at the Australian Academy of Commerce (AAC). Maintaining consistent attendance ensures academic success, meets visa compliance regulations for international students, and supports students in achieving their learning outcomes. AAC systematically monitors attendance and provides intervention support when needed.

Vocational Education and Training (VET) Attendance

- Students are required to attend at least 80% of scheduled classes to meet course requirements.
- Attendance is recorded in the Student Management System (SMS) and reviewed weekly.
- Students falling below 85% attendance are issued a warning letter and may be placed on an intervention plan.
- If attendance drops below 80%, an intervention meeting is arranged with the Director of Studies (DoS) to provide support and strategies for improvement.
- For international students, failure to meet attendance requirements may result in reporting to the Department of Home Affairs (DHA) via PRISMS, which could impact visa status.

English Language Intensive Courses for Overseas Students (ELICOS) Attendance

- International students in ELICOS programs must attend 20 contact hours per week as per ESOS Act 2000 requirements.

- Students must maintain a minimum of 80% attendance across the duration of their study to comply with student visa conditions.
- Teachers record attendance each session, and students marked absent must provide medical certificates or evidence of compassionate circumstances for consideration.
- If attendance falls below 80%, students receive a warning letter and intervention support.
- If attendance drops below 70%, students risk receiving an Intent to Report Letter, after which they have 20 business days to appeal before AAC notifies the DHA via PRISMS.

Acceptable Absences

The Academy may accept absences for the following reasons:

- illness – if supported by a medical certificate from a registered medical practitioner
- compassionate circumstances
- illness or death of an immediate family member (please speak with the SSO in confidence)
- natural disaster
- political upheaval
- etc.
- religious reasons – this must be approved by the Academy in advance.

Illness during class-time

If you feel unwell during class notify a support person whether it is your Teacher, Trainer or friend and report to reception. Please notify the SSO if you intend on being absent.

The SSO requires a copy of a valid Medical Certificate on your first day back at AAC which will be scanned for your student records so that your attendance is not affected. This as a government regulation.

In case of any casualty, e.g. fainting, chest pain, a fall, loss of consciousness, asthma, diabetes, bleeding, burn, scald, insect bite or sting, please report it to a staff member immediately. A First Aid Kit is at the Reception Desk.

Monitoring and Support

AAC's Directors of Studies and Student Services Officer (SSO) monitor attendance and contact students at risk. Intervention strategies may include timetable adjustments, academic coaching, or counselling services. Students facing challenges impacting attendance are encouraged to seek assistance early to prevent further issues.

Maintaining regular attendance is essential for academic success, compliance with enrolment conditions, and professional skill development. Students must ensure they communicate any attendance concerns to AAC's Student Services Office (SSO) as soon as possible.

Course Progression and Risk Intervention

AAC is committed to supporting students in maintaining satisfactory course progress and providing assistance to those identified as 'at risk' of academic failure. In accordance with the Course Progression and Risk Intervention Policy, an Intervention Strategy is a structured action plan designed to address the causes of unsatisfactory academic performance and provide targeted support.

Students will be identified as 'at risk' if they:

- Fail more than 50% of their units in a study period.
- Demonstrate poor attendance (below 80%), impacting course progression.
- Receive multiple warnings regarding their academic performance.
- Struggle with assessments, English proficiency, or engagement in coursework.

VET Students are expected to achieve a Competent outcome (C) for each unit they are registered in to meet satisfactory course progress in line with the class session course completion requirements. Assessments not submitted by the due date or with an outcome that is determined as Not Yet Competent (NYC) must be completed or submitted again to be re-assessed within the term of the unit the student is registered. Students will need to arrange with their Trainer and Assessor to undertake further assessment submissions.

Students submitting assessments after the end of term date are subject to additional fees.

For **ELICOS students**, academic course progress is monitored every week through a Weekly Formative Assessment checklist and once a month through a Summative Assessment Progress Test. Students receive feedback during every and after every Summative Assessment. A student must achieve a minimum of 60% in all three Summative Assessments to progress to the next level of English Language learning.

All Summative Assessment results are entered onto the ELICOS Test Record spreadsheet by the student's teacher. In this way course progression and potential learning issues may be identified. If a student has not achieved a satisfactory result after their second Summative Assessment in any level, the teacher will arrange a meeting with the student, teacher and the ELICOS Head Teacher or DOS where a personalised Learning and Assessment strategy will be devised and implemented. The teacher will keep track of this program and further action may be required.

Implementation of an Intervention Strategy

- Students identified as at risk will be issued a Warning Letter and notified of their required participation in an intervention plan.
- A meeting will be scheduled with the Director of Studies (DoS) to develop an individualised academic support plan.
- The Student Services Officer (SSO) will assist in the implementation of additional support services.
- To help students regain satisfactory academic progress, AAC may provide:
 - Additional tutorials or coaching sessions.
 - Adjusted study plans, including extensions or modified workloads.
 - Referral to counselling or student support services for non-academic challenges.
 - Reassessment opportunities or extended deadlines under approved conditions.

Ongoing Monitoring and Reporting

- The intervention plan will be documented and signed by the student and relevant personnel.
- Students will be required to engage in regular progress meetings with their trainers and the Director of Studies.
- If course progress does not improve, further intervention or reporting to the Department of Home Affairs (DHA) via PRISMS may occur for international students.
- Students facing academic difficulties are encouraged to seek support early to maximise their chances of success. AAC remains committed to providing a structured and supportive learning environment to help all students achieve their educational goals.

Completion within Expected Duration of Study

Standard 8 of the National Code requires AAC to ensure students are in a position to complete their studies within the duration specified within their CoE unless certain circumstances apply.

If a student chooses to study at less than 100% course load in a particular study period, they will have to make sure that they can still complete the course in time. If a student completes their course earlier than expected they must ensure their tuition fees for the course are paid in full and AAC must report this to the immigration department, and the duration of the student's visa will most likely be reduced.

Certification Documentation

The Australian Academy of Commerce (AAC) ensures students receive timely and accurate certification upon completing their course. AAC issues nationally recognised qualifications and Statements of Attainment in compliance with the Standards for Registered Training Organisations

(RTOs) 2015 and the Australian Qualifications Framework (AQF). Certification is provided within 30 days of meeting all course requirements, provided all fees are paid and the student has supplied a Unique Student Identifier (USI).

VET Certification

- Qualifications include student name, course title, issue date, and AAC's RTO code.
- Statements of Attainment are issued for completed units and clearly distinguished from full qualifications.
- Documents are securely recorded and protected against fraudulent reproduction.
- Replacement certificates can be requested for a fee via Student Services.

ELICOS Certification

ELICOS certification follows the Common European Framework of Reference for Languages (CEFR) standards. Upon completion, students receive a Certificate of English Proficiency, detailing:

- Achieved CEFR level (A1–C2).
- Student's name and completion date.
- AAC's official branding and accreditation details.

Certificates are issued within 30 calendar days, provided all fees are paid and the student has supplied a USI (if applicable).

CEFR Language Levels for General English

AAC places students in appropriate General English levels based on their placement test and final certification reflects these levels:

1. A1 (Beginner) – Basic expressions and phrases.
2. A2 (Elementary) – Basic sentences and expressions.
3. A2+ (Pre-Intermediate) – Familiar everyday language.
4. B1 (Intermediate) – Understands key points in common situations.
5. B2 (Upper-Intermediate) – Can grasp complex text and discussions.
6. C1 (Advanced) – Understands demanding content and implicit meanings.
7. C2 (Proficient) – Near-native fluency.

EAP Certification

English for Academic Purposes (EAP) students receive certification based on the New South Wales Grading System (aligned with the University of Sydney model):

- HD (High Distinction) – 85-100%
- D (Distinction) – 75-84.99%

- C (Credit) – 65-74.99%
- P (Pass) – 50-64.99%
- F (Fail) – 0-49.99%

This grading allows EAP students to transition into higher education studies.

IELTS Preparation

AAC provides IELTS preparation training, equipping students with strategies to achieve their desired band score. However, official IELTS certification requires sitting an external IELTS test (<https://ielts.com.au/australia>). AAC IELTS students receive an AAC Statement of Attainment instead of a certificate.

Pathways and Progression

At AAC, we are dedicated to providing students with structured academic pathways that support their long-term educational and career aspirations. Our Diploma and Advanced Diploma qualifications serve as a bridge between vocational training and higher education, equipping students with industry-relevant skills while opening doors for further study. Through our partnership with leading higher education provider, King's Own Institute (KOI), AAC graduates can receive credit exemptions when enrolling in related undergraduate degree programs. This articulation agreement enables a smooth transition from vocational education to university-level study, allowing students to save time and tuition costs while advancing their qualifications.

For students seeking English language proficiency, AAC's English for Academic Purposes (EAP) course provides a direct entry pathway into KOI's degree programs, eliminating the need for additional English proficiency tests such as IELTS.

For more information on credit transfers, articulation agreements, and study progression, please contact our Student Services Team at sso@aac.nsw.edu.au.



7 STEPS FOR ACADEMIC SUCCESS

At AAC, we are committed to helping students achieve their academic goals. To maximise success in your studies, we recommend following these seven key steps:

1. Attend All Scheduled Classes

- Regular attendance ensures maximum knowledge retention and engagement with course content.
- Participation in face-to-face learning enhances understanding, interaction, and practical application.

2. Engage Actively in Class

- Contribute to discussions by sharing ideas, thoughts, and prior knowledge.
- Ask questions and participate in activities to enhance your learning experience.

3. Understand Assessment Requirements

- Familiarise yourself with the assessment tasks and expectations for each unit.
- ELICOS students should consult their teachers, while VET students should seek guidance from their trainers and assessors.

4. Plan Your Study Schedule

- Organise assessment dates and workload in advance.
- Use a study planner to track deadlines and ensure adequate preparation time.

5. Complete Assessments to a High Standard

- Work competently and diligently on each assessment task.
- Review the assessment criteria to ensure all requirements are met before submission.

6. Submit All Assessments on Time

- Late submissions may affect academic progress and assessment outcomes.
- If you anticipate difficulties, communicate early with your teacher, trainer, or assessor.

7. Seek Feedback for Continuous Improvement

- Before submission, request clarification and guidance to improve competency.
- After assessments are marked, review feedback to identify areas for further development.

WORKPLACE HEALTH & SAFETY

AAC is committed to maintaining a safe and healthy learning environment for all students, staff, and visitors. AAC complies with the Work Health and Safety Act 2011 (Cth) and related regulations to prevent injuries, manage risks, and promote well-being. Regular risk assessments and safety inspections ensure potential hazards are identified and controlled. Students and staff are encouraged to report any safety concerns, participate in emergency drills, and follow safety procedures, including proper manual handling techniques, fire safety protocols, and incident reporting. AAC has a zero-tolerance policy for drugs and alcohol on campus, except for responsible alcohol consumption at approved events. First aid resources and emergency contacts are available to support individuals in the event of an incident.

What to Do in Case of a WHS Concern or Incident

1. Report Hazards or Unsafe Conditions: If you notice a safety hazard (e.g., broken equipment, slippery floors, faulty wiring), report it to the Student Services Officer (SSO) or Compliance Officer immediately.
2. Incident Reporting: If an accident or injury occurs, complete an **AAC Incident Report Form** and submit it to the SSO within 24 hours.
3. Emergency Situations:
 - Call **000 for fire, police, or ambulance services**.
 - Inform a first aid officer (contact details displayed on campus).
 - Follow AAC's evacuation procedures (maps and instructions are posted around the campus).
4. Drug and Alcohol Policy: AAC maintains a zero-tolerance policy for drugs and alcohol on campus, except for approved events. Individuals suspected of being under the influence will be asked to leave and may face disciplinary action.

Useful Contact Details

Doctor: Myhealth Darling Square, 64 Darling Drive Shop 1 Darling One Building,
Darling Dr, Sydney (02) 9188 3893

Dentist: Pacific Smiles, Level 6, Prince Centre, 8 Quay St Haymarket, 131317

Optometrist: Pacific Smiles, Level 6, Prince Centre, 8 Quay St Haymarket, 131317

Hospital: Sydney Hospital, 8 Macquarie St, Sydney, (02) 9382 7111

Department of Home Affairs: (DHA): 26 Lee St, Chippendale, 13 18 81

Consulates: see websites

Sydney City: for more information about Sydney visit <http://www.cityofsydney.nsw.gov.au>

Safety on Campus

Security

AAC takes every care to provide a secure study environment. Please keep your personal and valuable items with you all times when on campus. AAC is not liable for any loss of personal property. If you have any concerns for your safety or personal belongings notify reception immediately.

Emergencies on Premises

If AAC needs to be evacuated the safety wardens, who will be wearing a red or yellow hat, will give you instructions.

- **Fire:** If you can see or smell smoke or flames, tell the nearest staff member immediately. If the alarm sounds, listen and obey the teacher or trainer's instructions. With this staff member, walk to the nearest Fire Exit quietly and calmly. Your attendance will be marked in a safe area to make sure all students present at the Academy are safe and accounted for.
- **Bomb Scare:** follow the staff instructions.
- **Injury or accident:** report any injury or accident to your teacher, trainer or reception immediately. AAC's First Aid Officers are listed on the notice board.
- **Building Alarms:** follow the staff's instructions.

Critical Incident Management

AAC recognises that a duty of care is owed to its students and that planning for the management of a critical incident is essential. A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- serious injury, illness or death of a student or staff
- students or staff lost or injured on an excursion
- a missing student
- severe verbal or psychological aggression
- physical assault
- student or staff witnessing a serious accident or incident of violence
- natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- fire, bomb threat, explosion, gas or chemical hazard
- social issues e.g. drug use, sexual assault, etc

AAC has a structured approach to Critical Incident Management to ensure the safety and well-being of all students, staff, and stakeholders.



What to do in a Critical Incident

1. Ensure personal safety and call 000 for emergency services if necessary.
2. Secure the area if there is immediate danger.
3. Provide first aid if trained and necessary.
4. Notify AAC Management:
 - Contact the Student Services Officer (SSO) or the Compliance Officer as soon as possible.
 - AAC will activate the Critical Incident Management Team (CMT), which includes the CEO, Compliance Officer, and relevant staff members.

After the Incident AAC will provide counselling, medical assistance, academic support, and legal referrals as needed. Students will be kept informed about the situation and any necessary follow-up actions.

Who to Contact:

- Student Services Officer (SSO): First point of contact for reporting incidents.
- Compliance Officer: Manages critical incident reports and responses.
- CEO: Oversees AAC's response to major incidents.

Sexual Assault and Sexual Harassment (SASH)

AAC has a zero-tolerance policy towards Sexual Assault and Sexual Harassment (SASH) and is committed to fostering a safe, respectful, and inclusive environment. SASH includes unwelcome sexual advances, inappropriate comments, coercion, or any non-consensual sexual activity. AAC provides clear reporting mechanisms and encourages students and staff to report any incidents to the Sexual Assault and Sexual Harassment Response Officer (SRO). Immediate support, including confidential counselling, academic accommodations, and legal assistance, is available to affected individuals. Reports are handled with strict confidentiality, and disciplinary action will be taken against perpetrators. AAC also provides SASH awareness training and ensures that all staff and students understand their rights and responsibilities in preventing harassment.

What to Do If You Experience or Witness SASH

1. If in immediate danger, call **000** for police assistance. Move to a safe location and seek support from a trusted staff member.
2. Report the Incident: You can report SASH incidents to the Sexual Assault and Sexual Harassment Response Officer (SRO), the Student Services Officer (SSO), or another trusted AAC staff member. Reports can be made in person, via phone, email.
3. AAC will provide confidential counselling, academic accommodations, and legal assistance.

4. You may seek external support from 1800 RESPECT (1800 737 732), Lifeline (13 11 14), or local crisis centres.

Who to Contact

- Sexual Assault and Sexual Harassment Response Officer (SRO): Handles SASH reports and coordinates support services.
- Student Services Officer (SSO): Provides guidance and referrals for affected students.
- External Support Services: 1800 RESPECT, Lifeline, or NSW Rape Crisis Centre.

Bullying, Discrimination, and Harassment

AAC upholds a zero-tolerance policy for bullying, discrimination, and harassment to ensure that all students, staff, and stakeholders are treated with dignity, fairness, and respect. Bullying includes verbal, physical, social, or psychological abuse, while discrimination involves unfair treatment based on gender, race, age, disability, religion, or other protected attributes. Harassment refers to unwelcome conduct that causes intimidation or distress. Any individual experiencing or witnessing such behaviour is encouraged to report incidents to the Student Services Officer (SSO). AAC offers support services, mediation, and counselling, and takes disciplinary action where necessary. Regular training and awareness programs are conducted to promote a respectful learning environment.

What to Do If You Experience or Witness Bullying or Harassment

1. Address the Issue (if safe to do so): If comfortable, tell the person that their behaviour is inappropriate and ask them to stop. If you do not feel safe addressing it directly, proceed to the next step.
2. Report the Incident: Report bullying, discrimination, or harassment to the Student Services Officer (SSO) or through AAC's complaints system. Reports can be made in writing, anonymously, or through a formal complaint process.
3. AAC Response: AAC will investigate all reports confidentially and fairly. Support services such as counselling, mediation, and academic adjustments will be offered to affected individuals. Disciplinary action may be taken against perpetrators, including warnings, suspension, or cancellation of enrolment.

Who to Contact

- Student Services Officer (SSO): First point of contact for reporting bullying and harassment.
- Compliance Officer: Oversees policy enforcement and investigations.
- Counselling Services: Available through AAC or external partners for emotional support.

Key Emergency Contacts for All Situations

Service	Contact Information
Emergency (Police, Fire, Ambulance)	000
Student Services Officer (SSO) / Compliance Officer	(02) 9163 8903
Sexual Assault & Domestic Violence Support (1800 RESPECT)	1800 737 732
Lifeline (Crisis Support)	13 11 14
Mental Health Support (Beyond Blue)	1300 224 636
NSW Rape Crisis Centre	(02) 9819 6565
Legal Aid NSW	1300 888 529

Continuous Improvement

At AAC continuous improvement is embedded in all aspects of academic delivery, student services, and operational management. AAC is committed to regularly evaluating and enhancing its processes to ensure compliance with regulatory requirements and to improve student experiences and learning outcomes. Feedback from students, staff, and industry stakeholders is actively collected through surveys, consultations, and quality reviews.

Students are encouraged to contribute to this culture of improvement by providing feedback through structured evaluations and engagement opportunities, such as:

- Providing feedback through structured student evaluations and surveys.
- Participating in student consultations and focus groups to discuss learning experiences.
- Engaging in course and trainer reviews, offering constructive suggestions.
- Reporting issues or concerns related to training, assessment, or student services.
- Contributing to industry engagement activities that shape curriculum relevance.

AAC ensures transparency by documenting changes, communicating improvements to stakeholders, and continuously monitoring the effectiveness of implemented actions. Through this structured approach, AAC fosters a dynamic learning environment that evolves in response to student needs, industry trends, and best educational practices.

Complaints & 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 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.

Academic Complaints (e.g. Assessment Outcomes, Course Delivery)

1. Informal Resolution: Students should first discuss the issue with their trainer/assessor (VET) or teacher (ELICOS) to seek resolution.
2. Formal Complaint Submission: If unresolved, submit a written complaint to the Director of Studies (VET or ELICOS) using the AAC Improvement Action Complaint Form (available on the AAC website). The complaint must be submitted within five (5) business days of the issue.
3. Meeting with Director of Studies: The Director of Studies will meet with the student within five (5) business days to discuss and seek resolution.
4. Escalation to Quality Management Team (QMT): If the issue remains unresolved, it will be referred to the QMT, including the CEO, within five (5) business days.
5. External Mediation: If no resolution is reached, the student has ten (10) business days to request external mediation. AAC will refer the complaint to an independent external mediator.

Non-Academic Complaints (e.g. Enrolment, Services, Staff Behaviour)

1. Informal Resolution: Students should first discuss the issue with the Student Services Officer (SSO).
2. Formal Complaint Submission: If unresolved, submit a formal complaint in writing using the AAC Improvement Action Complaint Form (available on the AAC website).



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3. Assessment by the Quality Management Team (QMT): The complaint is reviewed by the QMT for resolution.
4. Escalation to CEO: If unresolved, the complaint is escalated to the CEO within ten (10) business days.
5. External Mediation: If the complainant is dissatisfied with the outcome, they may seek external resolution.

Key Contact Details

Australian Academy of Commerce | AAC Language Centre

Level 5, 579 Harris Street, Ultimo NSW 2007

Student Services Officer

Email: sso@aac.nsw.edu.au

Phone: **(+61) 2 9163 8903**

Director of Studies VET

Email: vet@aac.nsw.edu.au

Phone: **(+61) 2 9163 8903**

Director of Studies ELICOS

Email: elicos@aac.nsw.edu.au

Phone: **(+61) 2 9163 8903**

Web: www.ausacademy.edu.au

RTO 90982 | CRICOS Provider Code 02599C

DECLARATION OF UNDERSTANDING

I, _____ acknowledge that I have received, read, and understood the **Australian Academy of Commerce (AAC) Student Handbook 2025**. I understand that the handbook provides important information regarding my rights, responsibilities, and obligations as a student at AAC, including but not limited to:

1. **Enrolment and Academic Expectations** – Course requirements, attendance obligations, assessment policies, and academic integrity standards.
2. **Student Conduct and Behaviour** – Adherence to AAC’s policies on respect, inclusivity, and appropriate behaviour on campus.
3. **Fees and Refund Policy** – Understanding tuition and non-tuition fees, payment schedules, and the refund process.
4. **Student Support Services** – Awareness of available academic, personal, and career support services.
5. **Complaints and Appeals** – Understanding the process for raising academic and non-academic grievances.
6. **Workplace Health and Safety (WHS)** – Acknowledging AAC’s commitment to a safe and secure learning environment and my responsibility to follow all safety procedures.
7. **International Student Obligations (if applicable)** – Understanding my visa conditions, attendance requirements, and reporting responsibilities.

By signing this declaration, I confirm my commitment to comply with AAC’s policies and procedures. I acknowledge that failure to meet my obligations may result in disciplinary action, including suspension or cancellation of my enrolment.

If I require clarification or assistance regarding any aspect of the handbook, I understand that I can seek support from AAC’s Student Services Officer (SSO), sso@aac.nsw.edu.au

Student Name:	
Student ID:	
Course Enrolled:	
Signature:	
Date:	