



AUSTRALIAN
ACADEMY *of*
COMMERCE
Explore, Learn, Achieve

Pre-Enrolment Information Guide VET

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

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

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Enrolment and orientation

Client selection

Entry requirements will be applied to international students for the business qualifications.

- A minimum of an IELTS band score of 5.5 (or equivalent) is required for entry into Certificate II and higher qualifications.
- Applicants who cannot provide both a minimum of a Year 12 Certificate (or equivalent) and a certified English score, or an AQF Certificate IV (or higher) to the level specified for the course will be required to undertake LLN testing prior to receiving an offer.
- Applicants who will undertake LLN testing must achieve at minimum:
 - Adv. Dip (Learning 3; Reading 4; Writing 4; Oral Communication 3; Numeracy 3)
 - Diploma (Learning 2; Reading 3; Writing 3; Oral Communication 3; Numeracy 2)
 - Cert IV (Learning 2; Reading 3; Writing 3; Oral Communication 2; Numeracy 2)
 - Cert III (Learning 2; Reading 2; Writing 2; Oral Communication 2; Numeracy 2)
 - Cert II (Learning 2; Reading 2; Writing 2; Oral Communication 2; Numeracy 2)

The Australian Academy of Commerce ('Academy') does **not** accept students less than 18 years of age.

Enrolment procedure

Required documents from a candidate (*overseas students only):

- Application Form (fill in all details including signature)
- Passport copy* (photo ID & visa statement)
- English proficiency (options available)
- Result of IELTS*
- Certificate from language school or English entry test (provided by the Academy)*
- Other certified copies of academic records (eg high school certificate)
- Credit Transfer / Recognition of Prior Learning (RPL)
- Letter of Offer / Conditional Letter of Offer
- Signed Agreement with Student
- Application Fee Receipt
- Tuition Fee Receipt
- E-CoE*

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 together with certified copies of your IELTS 5.5 (or equivalent) and at minimum Year 12 Certificate (or equivalent) to the College via email, by post or in person
 - i) Applicants who cannot provide both a minimum of a Year 12 Certificate (or equivalent) and a certified English score, or an AQF Certificate IV (or higher) to the level specified for the course will be required to undertake LLN testing prior to receiving an offer.
 - ii) Applicants who will undertake LLN testing must achieve at minimum:
 - Adv. Dip (Learning 3; Reading 4; Writing 4; Oral Communication 3; Numeracy 3)
 - Diploma (Learning 2; Reading 3; Writing 3; Oral Communication 3; Numeracy 2)
 - Cert IV (Learning 2; Reading 3; Writing 3; Oral Communication 2; Numeracy 2)
 - Cert III (Learning 2; Reading 2; Writing 2; Oral Communication 2; Numeracy 2)
 - Cert II (Learning 2; Reading 2; Writing 2; Oral Communication 2; Numeracy 2)
5. If you are applying for CT (Credit Transfer) and/or RPL (Recognition of Prior Learning) for your previous studies and/or work experience, please read our CT and RPL policy, complete the relevant forms and submit your transcripts and other supporting evidence

6. 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
7. Return the signed Agreement with Student (must be all pages) via fax, email, by post or in person
8. Arrange to pay your course deposit as indicated on the Tax Invoice
9. Once the advance payment for your tuition fees has been received, the Academy will issue your eCoE(s)
10. 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
11. Arrive on time for your orientation meeting at the first day of your studies

Include an application fee of **AU\$200** in the form of a bank draft made payable to AUSTRALIAN ACADEMY OF COMMERCE or pay by bank transfer to:

Bank Name: **Commonwealth Bank of Australia**
Account Name: **Australian Academy of Commerce P L**
Branch Number (BSB): **06 2033**
Account Number: **1050 4538**
Swift Code: **CTBAAU2S**
Bank Address: **Double Bay NSW Australia:**

All applicants are welcome to visit us in Sydney at:

Main Campus
Level 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.

Provision for language, literacy and numeracy assessment

The student is required to provide certified copies of records of English language proficiency &/or certificate of the highest level of previous institutions while applying. Alternatively, English language test would be conducted prior to enrolment.

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:

- Course progress and attendance monitoring
- Course timetable & course content & learners' needs
- Requirements to receive a qualification
- 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)

Unique Student Identifier

All students enrolled with the Academy from January 1st 2015 onwards will be registered for a Unique Student Identifier (USI). This includes continuing students and new enrolments. No student will be issued with any AQF certification documentation from January 1st 2015 onwards unless they hold a 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](#).

If students are covered by an exemption to this rule, the Academy will notify the student before either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Exemptions are provided for an individual where the individual is an offshore international student studying outside of Australia. This means that international students who are enrolled with an Australian training organisation but are not in Australia while undertaking their training do not require a USI in order to receive a Vocational Education and Training (VET) qualification or statement of attainment.

New enrolments will sign, as part of the application form, an agreement/request that the Academy obtain a USI on their behalf where they do not already have one. Admissions staff will check each student individually to ascertain whether or not they currently have a USI by using the LMS lookup function. Those that do not have a USI will have an application for one submitted using the LMS web services function.

Students have two options for creating a USI: It can be created by the student themselves, or we can do it for you. Instruction for each option is as follows:

1. Student self registers for a USI:
 - a. Go to <http://www.usi.gov.au/create-your-USI/Pages/default.aspx> and create your USI.
 - b. Once created, go to <https://portal.usi.gov.au/student> and ensure your details are up to date and choose the option to share your USI with your school.
2. AAC registers USI for the student:
 - a. Go to the Student Portal at <https://aac.rtomanager.com.au/> and login.
 - b. Click on the 'USI' icon on the left hand side.
 - c. Enter the information asked for and click 'accept' to give permission for AAC to register the USI for you.

Class Sessions

The Australian Academy of Commerce offers morning, afternoon and evening class sessions. This is intended to give students flexibility in attendance to suit other commitments. All overseas students must study with a full-load of 20 contact hours per week – enrolled in five sessions per week. AAC has an e-learning platform which allows students to study 20% (4 hours) of their course load each week online.

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. 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

The Academy refers to the Training Package's guidelines and requirements to implement its strategies for training delivery of the units of each qualification. This includes identifying learning needs and every training session documented to ensure the *Performance Criteria* is addressed and facilitated. Most of the learning is held in training rooms with various teaching methods used including, role-plays, presentations, case studies & training videos. On occasions, 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 trainers/assessors and are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation by students who:

- have missed out on scheduled lessons due to sickness or personal reasons;
- have organised credit transfer;
- have achieved RPL (recognition of prior learning) and need to complete units not offered on the timetable;
- would like to fast-track their course, that is, finish their course in a shorter period of time;
- need to be specially managed because their training periods could not be accommodated due to a 'not yet competent' result and that the timetable does not allow completion within the period of enrolment.

Training & 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 Trainers/Assessors for the improvement of future program delivery.

Assessment Methods

The Australian Academy of Commerce uses a variety of assessment methods including:

- | | | |
|------------------------------|---------------------------------|-------------------------|
| • Scenarios | • Case Studies or Projects | • Group Activities |
| • Knowledge Test | • Self-Assessment | • Individual Activities |
| • Written Assignment/ Report | • Observation and Demonstration | • Workbook Activities |

The assessment methods meet the National Training Framework and enable you to demonstrate your knowledge, skills, understanding and abilities in relation to the structure.

Course information

The starting dates for the business qualifications are every term – for specific dates refer to the Academic Calendar.

Business qualifications

The Australian Academy of Commerce's qualifications are designed to provide students with the skills, knowledge and attitude that are essential to be successful in the commercial world. Our qualifications also provide a good foundation of knowledge for those who wish to study business at an Australian university. The business courses are dynamic due to the presentation and the material used. The prescribed text will be from the newest business publications as well as highlighting journal articles from the Australian Institute of Management's *Management Today* and the *Harvard Business Review*.

Qualifications structure

BSB20115 Certificate II in Business	CRICOS 086786E → 52 weeks (792 hours)
BSB30415 Certificate III in Business Administration	CRICOS 086860M → 78 weeks (1244 hours)
BSB42618 Certificate IV in New Small Business	CRICOS 098622D → 52 weeks (1080 hours)
BSB42415 Certificate IV in Marketing and Communication	CRICOS 091981D → 52 weeks (1080 hours)
BSB52415 Diploma of Marketing and Communication	CRICOS 091982C → 104 weeks (1080 hours)
BSB51918 Diploma of Leadership and Management	CRICOS 098715K → 104 weeks (1080 hours)
BSB61015 Adv. Diploma of Leadership and Management	CRICOS 087756C → 104 weeks (1080 hours)

Pre-requisites for qualification level

In reference to the Business Services Training Package policy on pre-requisites the Australian Academy of Commerce endeavours to bring the candidate to an appropriate level matching their skills, attributes, experiences and potential. In determining whether a candidate has the required competency for entry, the full requirements of the competency standards of the qualification are considered. These include underpinning knowledge and skills, the language, literacy and numeracy requirements and the levels of attainment of the *Key Competencies* with the corresponding *Performance Levels* of each unit of the qualification. The determination of entry requirements and progression between levels are assessed by the Principal &/or the Director of Studies. Qualification/s requiring pre-requisites are:

- BSB42415 Certificate IV in Marketing and Communication is pre-requisite for BSB52415 Diploma of Marketing and Communication

The Academy ensures that all qualifications lead to a work outcome with the broadest possible combination of skills and attributes for maximum employability in the business sector.

Qualifications summary

Units content for qualifications	Skills & job outcome	Job competency
<u>BSB20115 Certificate II in Business</u> BSBVHS201 Contribute to health & safety of self & others (Core) BSBINM202 Handle mail (Elective) BSBIND201 Work effectively in a business environment (Elective) BSBCEM201 Communicate in the workplace (Elective) BSBWOR203 Work effectively with others (Elective) BSBWOR202 Organise and complete daily work activities (Elective) BSBWOR204 Use business technology (Elective) BSBINM201 Process and maintain workplace information (Elective) BSBINN201 Contribute to workplace innovation (Elective) BSBCUS201 Deliver a service to customers (Elective) BSBITU211 Produce digital text documents (Elective) BSBITU202 Create and use simple spreadsheets (Elective)	Receptionist or clerk	As a receptionist in an organisation, s/he will handle appointments, operates the switchboard, greets visitors, attends to queries, and follows up client problems. As a clerk, s/he will carry out routine office procedures, doing photocopying, filing, banking, organising incoming and outgoing mail, basic computer work.
<u>BSB30415 Certificate III in Business Administration</u> BSBVHS201 Contribute to health & safety of self & others (Core) BSBADM307 Organise schedules (Elective) BSBITU307 Develop keyboarding speed accuracy (Core) BSBWRT301 Write simple documents (Elective) BSBCEM301 Process customer complaints (Elective) BSBITU306 Design and produce business documents (Elective) BSBITU314 Design and produce spreadsheets (Elective) BSBADM311 Maintain business resources (Elective) BSBFIA302 Process payroll (Elective) BSBFIA303 Process accounts payable and receivable (Elective) BSBPRO301 Recommend products and services (Elective) BSBFIA304 Maintain a general ledger (Elective) BSBWOR301 Organise personal work priorities and development (Elective)	Office Administrator	Office administrators coordinate activities and employees within an office setting. The exact duties of office administrators vary depending on title, field, level of education, and place of employment.
<u>BSB42618 Certificate IV in New Small Business</u> BSBSMB301 Investigate micro business opportunities (Elective) BSBSMB401 Establish legal & risk management requirements of small business (Core) BSBSMB404 Undertake small business planning (Core) BSBSMB402 Plan small business finances (Elective) BSBSMB403 Market the small business (Core) BSBSMB407 Manage a small team (Elective) BSBREL401 Establish networks (Elective) BSBSMB421 Manage small business finances (Core) BSBSMB420 Evaluate and develop small business operations (Elective) BSBCUS401 Coordinate implementation of customer service strategies (Elective)	Own &/or operate a small business	Determine the feasibility of a small business idea and develop an operational business plan. Maintain records and manage the daily operations of a small business.
<u>BSB42415 Certificate IV in Marketing and Communication</u> BSBCEM401 Make a presentation (Core) BSBCEM401 Articulate, present and debate ideas (Core) BSBMKG401 Profile the market (Elective) BSBWRT401 Write complex documents (Elective) BSBMKG413 Promote products and services (Elective) BSBMKG419 Analyse consumer behaviour (Elective) BSBRES411 Analyse and present research information (Elective) BSBMKG418 Develop and apply knowledge of marketing communication industry (Core) BSBMKG417 Apply marketing communication across a convergent industry (Core)	Sales representative, public relations officer, product officer or marketing/communication team supervisor	This qualification is suitable for those who use well developed marketing and communication skills and a broad knowledge base in a wide variety of contexts. Individuals in these roles apply solutions to a defined range of unpredictable problems and analyse and evaluate information from a variety of sources. They may provide leadership and guidance

BSBMGT407 Apply digital solutions to work processes (Core) BSBRK501 Manage risk (Elective) BSBCUS401 Coordinate implementation of customers service strategies (Elective)		to others with some limited responsibility for the output of others; however they typically report to more senior practitioners.
<u>BSB52415 Diploma of Marketing and Communication</u> BSBMKG609 Develop a marketing plan (Elective) BSBMKG502 Establish and adjust the marketing mix (Elective) BSBMKG501 Identify and evaluate marketing opportunities (Elective) BSBMKG507 Interpret market trends and developments (Core) BSBMKG514 Implement and monitor marketing activities (Elective) BSBADV507 Develop a media plan (Elective) BSBMKG515 Conduct a marketing audit (Elective) BSBLDR502 Lead and manage effective workplace relationships (Elective) BSBMKG523 Design and develop an integrated marketing communication plan (Core) BSBMKG537 Develop a social media engagement plan (Elective) BSBPUB504 Develop and implement crisis management plans (Elective) BSBPMG522 Undertake project work (Core)	Marketing manager, marketing team leader, product manager or public relations manager	This qualification applies to individuals with a sound theoretical knowledge base in marketing and communication and who demonstrate a range of managerial skills to ensure that functions are effectively conducted in an organisation or business area. Typically they would have responsibility for the work of other staff and lead teams.
<u>BSB51918 Diploma of Leadership and Management</u> BSBHRM506 Manage recruitment, selection and induction processes (Elective) BSBMGT502 Manage people performance (Elective) BSBCUS501 Manage quality customer service (Elective) BSBMKG501 Identify and evaluate marketing opportunities (Elective) BSBMKG507 Interpret market trends and developments (Elective) BSBRK501 Manage Risk (Elective) BSBVHS501 Ensure a safe workplace (Elective) BSBPMG522 Undertake project work (Elective) BSBLDR511 Develop and use emotional intelligence (Core) BSBLDR502 Lead and manage effective workplace relationships (Core) BSBMGT517 Manage operational plan (Core) BSBWOR502 Lead and manage team effectiveness (Core)	Manager	Competencies developed include the ability to manage the project scope, time, costs and procurement, quality, human resources, communication and risk.
<u>BSB61015 Advanced Diploma of Leadership and Management</u> BSBMGT605 Provide leadership across the organisation (Core) BSBINM601 Manage knowledge and information (Elective) PSPGEN067 Establish and maintain strategic networks (Elective) BSBDIV601 Develop and implement diversity policy (Elective) BSBMGT608 Manage innovation and continuous improvement (Elective) BSBMGT617 Develop and implement business plan (Core) BSBINN601 Lead and manage organisational change (Core) BSBMGT616 Develop and implement strategic plans (Elective) BSBFIM601 Manage finances (Core) BSBSUS501 Develop workplace policy and procedures for sustainability (Elective) BSBRK501 Manage risk (Elective) BSBMKG609 Develop a marketing plan (Elective)	Area manager, department manager, regional manager	They may oversee the work of others or have specialised roles where they do not supervise others but provide strategic leadership.

Fees, refund policy, credit transfer and RPL

All course fees and charges are payable in Australian Dollars (AUD). There is no reduction in fees for subject exemptions. All fees and charges must be paid in advance by the date shown on the invoice and/or their student portal (AusAcademy online). A penalty may be applied to late tuition fees.

Students may be precluded from attending class, receiving results, sitting tests / exams if tuition fees have not been paid in full by the date written on their invoice. The Academy is not responsible for any monies paid to agents or 3rd parties.

Fee payment plans are available to all students. Once enrolment in a course has been confirmed the first term or semester (depends on the individual payment schedule) fee plus all other fees including learning material costs and other levied fees is required to be paid. Each term's fee must be paid prior to the commencement of the relevant term and students will receive the payment reminder notice 10 days before the due date.

A late payment penalty will apply if the tuition fees are overdue.

- \$100.00 if overdue within 7 days
- \$200.00 if overdue over 7 days

Should fees remain overdue for more than 14 days the Academy will inform the student in writing of its intention to report for non-payment of fees to DHA via PRISMS.

Whilst student fees are outstanding students will not be permitted to attend their scheduled classes until such time as the outstanding fees have been paid.

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured for two years after the student ceases to be a student and is kept within the financial management system software for up to five years as required by taxation legislation.

AAC does offer payment plans for students and these are generally scheduled every 3 months. A detailed payment plan is laid out at the Agreement with Student which student needs to accept prior to enrolment.

It should also be noted that any aged dependants accompanying you in Australia will be required to pay full fees if they are enrolled in either a government or non-government college.

TUITION FEE LIST

COURSE	DURATION	TUITION FEE (AUD\$)
<u>Business courses for international students</u>		
BSB20115 Certificate II in Business [CRICOS 086786E]	52 weeks	\$7,000
BSB30415 Certificate III in Business Administration [CRICOS 086860M]	78 weeks	\$10,500
BSB42618 Certificate IV in New Small Business [CRICOS 098622D]	52 weeks	\$7,000
BSB42415 Certificate IV in Marketing and Communication [CRICOS 091981D]	52 weeks	\$7,000
BSB52415 Diploma of Marketing and Communication [CRICOS 091982C]	104 weeks	\$14,000
BSB51918 Diploma of Leadership and Management [CRICOS 098715K]	104 weeks	\$14,000

BSB61015 Advanced Diploma of Leadership and Management [CRICOS 087756C]	104 weeks	\$18,000
<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	
Any amendments of enrolment details requiring creation of a new e-CoE	\$40 per e-CoE	
Enrolment cancellation fee charged if student cancel after commencement	\$350	
Airport Pick up Fee	\$200	
Note: All fees are subject to variation and may change without notice.		

ther costs

The Australian Academy of Commerce will provide free Internet access! But all students are expected to have their **own laptop with mobile technology** (purchases of laptops can be arranged prior to enrolment), stationery, calculators and other study equipment.

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

Withdrawal from commenced course

In the event the student intend to transfer their study to another provider or terminate their study; 28 days notice (by appropriate form) is required before the commencement date of the next term. If notice is given less than 28 days of the commencement date, the student or an agent or parents, have the obligation to pay the following term's fees according to the instalment indicated on the receipt.

To give notice the **Termination of Studies Form** or **Student Transfer Application Form** must be completed to notify the Academy of the termination of your study. The forms are available at the office in the Main Campus building.

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.

Credit Transfer

The Australian Academy of Commerce ('the Academy') recognises other qualifications and Statements of Attainment within the Australian Qualifications Framework awarded by other Registered Training Organisations. Formerly known as 'mutual recognition', credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course.

The assessment determines the extent to which the client's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification.

A request for a Credit Transfer is to be made on the 'Application for Credit Transfer' form. The form must be submitted to Director of Studies for approval. It is preferred that Credit Transfer applications are confirmed prior to enrolment.

Any Credit Transfer request after the commencement of study will not vary the payment details on the Application Form at enrolment and that the shortening of the course duration shall be reported to the Department of Home Affairs (DHA) & the Department of Education and Training (DET) via PRISMS under section 19 of the *ESOS Act 2000*. In such a case, the student must continue to study full-time and if their course is finished early, the student must either enrol in another CRICOS-registered course or depart Australia immediately unless they have been given authorisation by DHA to remain in Australia.

When a student has been granted a Credit Transfer which lead to a reduced study load, the student must continue to attend school by choosing a subject from those offered on rotation. The student must ensure they register in a unit relevant to the qualification they enrolled in. If unsure of the appropriate subject to attend s/he should see our Student Services Officer for advice.

Recognition of prior learning

Recognition of prior learning is the acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience, which may be used to grant status or credit in a unit of competency. A range of evidence is usually used including examples of previous work; documentary evidence of previous achievements, references from persons familiar with the candidate's achievements and in some cases demonstration of performance by means of specially designed RPL tools from within the training and assessment material and tests.

A request for RPL is to be made on the *Application for RPL* form. The form must be submitted to Director of Studies for approval. It is preferred that RPL applications are requested and confirmed prior to enrolment. If the RPL application is approved, the candidate will be notified to make a briefing

arrangement. At the **briefing** the candidate will be given an explanation of the RPL process and requirements. An assessor will be assigned to work with the candidate on the **RPL plan** and **evidence gathering**. When ready, the candidate presents evidence to demonstrate competence at the arranged **assessment interview**. If successful, the results are formally recorded on the candidate's transcript. For details ask for the *RPL Process Guide* at reception.

Any RPL request after the commencement of study will not vary the payment details on the Application Form at enrolment and that the shortening of the course duration must be reported to DHA via PRISMS under section 19 of the *ESOS Act 2000*. In such a case, the student must continue to study full-time and if their course is finished early, the student must either enrol in another CRICOS-registered course or depart Australia immediately unless they have been given authorisation by DHA to remain in Australia.

When a student has been granted an RPL which leads to a reduced study load, the student must continue to attend the school full-time by choosing a subject from those offered on rotation. The student must ensure they register in a unit relevant to the qualification they enrolled in. If unsure of the appropriate subject to attend s/he should see a Student Services Officer for advice.

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 Student Services Officers can arrange homestay accommodation at no cost if requested. Students can enjoy any one of the following accommodation types:

- Homestay – students can enjoy the opportunity of living with an Australian family and practising their English language skills.
- 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 give the Academy 14 days notice if you require our staff to arrange Homestay accommodation for you. 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

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.

For more information visit, <http://www.ausacademy.edu.au/website/homestay/>

Student support

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

- Medical referral
- Academic support
- Personal welfare
- Student visa assistance

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 Australian Academy of Commerce ('Academy') endeavours to identify, assess and provide learning support to its clients for all qualification currently on its scope of registration. This will include negotiating, adjusting and planning appropriate learning and assessment strategies to meet the needs of individual learners.

Considering the Academy's target group it is fundamental that the following learning needs are identified prior to enrolment, explained and planned at orientation, and implemented during the learning period:

- Literacy and numeracy levels
- Learning styles – ie preference to auditory, visual, tactile, reading/writing
- Physical ability
- Intellectual ability
- Cultural or ethnic background
- Computing skills (create, save and edit Microsoft Office Documents)
- Computing skills (access and search the internet)
- Computing skills (download, upload and save documents from websites)
- Computing skills (to participate in online discussion)

The Academy will ensure that it has access to the staff, facilities, equipment, training and assessment materials required to provide the training &/or assessment services within its scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment.

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 bound by the rules of the student visa, which includes such obligations as attending classes while in session and achieving satisfactory academic performance.¹ Overseas students with school-aged dependants accompanying them to Australia will be required to pay full fees if they are enrolled in either a government or non-government school. For a complete listing of information regarding student visa 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 assist applicants in arranging this through the OSHC scheme.

Assessment procedures

Assessments

A variety of assessment methods will be used to ensure flexible and accurate judgements can be made. A minimum of three assessment types is required to be used to determine competency to reflect industry application and knowledge in the workplace. There is a general explanation of the assessment methods below however specific explanations and instructions are inserted in every assessment tool and Assessment Plan for each Unit of Competency. Assessment methods may include but are not limited to:

Scenarios – are where the candidate demonstrates competency within a given scenario. The assessor would provide feedback during the assessment and provide alternate possible situations of which the learner needs to adjust their answer or demonstration.

Knowledge Test – assessing the knowledge aspects of the learning. Questions could be in the form of true/false, multiple-choice and short answers.

Individual Activities – are where candidates have to research or embark on a particular learning activity on their own before as part of collecting evidence of knowledge or skills.

Group Activities – are where candidates research in pairs or in groups to research or embark on a particular learning activity as part of collecting evidence of knowledge or skills.

Written Assignment/Report – are fairly major assignments in producing a written report that has a holistic approach but has clear divisional parts, which could have separate due dates.

Observation and Demonstration – is focusing on the assessment of skills and the candidate is demonstrating the competency before the assessor.

Workbook Activities – when a learner is provided with a workbook for the unit, s/he is to complete all the tasks within to gain the relevant competency. The activities are designed to work through attaining the unit's knowledge and skills.

Self-assessment – as part of the assessment, learners are given the opportunity to self assess their development in attaining the units' competency.

Case Studies or projects – is where a candidate is given (factual) background on a particular business case or where a candidate embarks on a project arising from the business case. Learners need to

¹ Satisfactory academic performance is passing 50% or more of the units attempted in any study period: Standard 8 of the National Code 2018

demonstrate that they have a comprehensive understanding of the issues that arise in the case and are able to evaluate and make appropriate recommendations in accordance with the elements of competency as part of their answer.

Assessment Process

The trainer, at the beginning of each unit provides assessment requirements for each unit. All assessment requirements are to be undertaken within the required timeframe. Assessment activities such as written tests will be given during class times while practical activities assessed in simulated job environments will be organised for a mutually acceptable time.

Teachers will discuss all aspects of assessment requirements prior to the activity being conducted. You will be rated as Satisfactory '**S**' or Not Yet Satisfactory '**NYS**' for each activity undertaken. Additional reasonable attempts will be given for each activity until competency is achieved. This is to be negotiated with your Trainer/Assessor if required. Free opportunities for a re-assessment will be given within the period of the unit attempted. Late submissions will incur a fee. Re-assessment after the unit can be arranged but administration costs will apply. (See below details of re-assessments.)

The Australian Academy of Commerce will ensure to provide quality control across the range of assessment services by regularly reviewing the assessment outcomes and providing a second assessor at times to review competence to ensure consistency of assessments, under the assessment validation sector requirement.

Students have the right of appeal to apply in writing to the Principal within two weeks of assessment if the assessment has not been fair. In the event that you are not satisfied with an assessment decision or process, the following procedure applies:

1. Discuss the matter with the trainer/assessor;
2. If the matter is unresolved, complete and submit the *Improvement Action Record* form at the reception desk.
3. Your appeal will be examined by the Principal &/or the Academic Consultant;
4. If the matter remains unresolved then the Principal and the client will nominate an independent arbitrator to examine the matter (ACPET);
5. If the matter is unresolved, then the student would be advised to take the matter to the national regulator Australian Skills Quality Authority (ASQA).

Late Assessments

Assessments must be submitted by the due date specified. This date can be found in the unit outline, unit delivery plan, e-learning platform and on the cover page of the assessment task. Assessments submitted after the due date will incur a fee (AU\$50 per assessment task if submitted within the term, AU\$150 if submitted in term breaks) which will be invoiced to students prior to their next study term or prior to the release of qualifications or release letters.

Re-Assessments

If a student receives a '**Not Yet Satisfactory**' in a specific assessment, it is the student's responsibility to contact the Trainer/Assessor and make arrangements to be re-assessed.

Re-assessments need to be done within the time period allocated to the unit otherwise standard administration costs (AU\$50 per assessment) will apply. This is also in line with student visa requirements of academic performance. Please collect the **Late Re-Assessment Form** in the office to make special arrangements with your assessor and administrator for late re-assessments.

To be re-assessed, the student with the Trainer/Assessor has to fill in the Re-Assessment Form. A student who wishes to extend their visa because their results have shown 'Not Yet Competent' will be allowed to do so only once (see 'Extension of Studies' section below) and additional fees may apply. Therefore, it is in the student's interest to succeed in the re-assessment during the period of enrolment.

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 Academic staff or Principal is also on hand to help you (appointments only).

The SSOs will assist students who require assistance in adjusting to study and life in Australia. A lot of information is given in the student orientation session and in the Student Handbook. For free, the SSOs are able to clarify important information &/or direct you to: legal services, emergency and health services, facilities and resources, complaints and appeals processes and student visa obligations (meeting course & attendance requirements).

Students are encouraged to discuss their academic performance and attendance record with their teacher(s), Student Services Manager or one of the SSO. Serious or complex matters will be directed to the Academic staff or Principal for clarification.

The Australian Academy of Commerce conforms to all Occupational Health and Safety Regulations for 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 inquiry or issue, raise it with your teacher or at reception. In case of emergency, follow the fire drill instructions and exit map signs posted in the premises.

In case of any casualty, eg 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.

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 complainer 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 complainer 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 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.

Requirements for achieving satisfactory course progress

In order to ensure a student's course progress, the Academy will monitor academic performance in each unit they are enrolled using the Academy Learning Management System (LMS). All students are required to register in five class sessions per week (which equates to 20 contact hours of study). For VET, up to 25% may be completed online as per the Training & Assessment Strategy, however ELICOS requires the full 20 hours face-to-face. The Academy uses its own robust system of monitoring on the *Assessment Submission Register*, which is signed off by their Trainer in relation to their assessment task submissions. In addition students are provided with receipt for every assessment submitted.

Students are expected to achieve a **competent** ('C') outcome 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 make arrangements with their Trainer to undertake the assessment task. Students submitting assessments after the term are subject to additional fees.

Students will be deemed to have not made satisfactory course progress in any given term, by not successfully completing or demonstrating competency in 50% or more of the required units for that term.

Students will receive unofficial warning letters throughout the term wherever a particular assessment item has been deemed Not Yet Satisfactory ('NYS'). This letter is simply to inform students of an assessment outcome and give them notice that they need to improve this outcome.

At the end of each term, any students found to be NYC in 50% or more of their enrolled UOCs will receive an official warning of non-progression. These students will be required to make arrangements with the Student Services Manager or Admin Manager to repeat or otherwise re-submit the relevant assessment by the end of the next Term.

Students are at risk of their visa being cancelled due to not meeting satisfactory course progress, where the student has failed or is deemed NYC in **50% or more** of the units attempted in two consecutive study periods.

Intervention Strategy

Intervention Strategy is an action plan adapted in an attempt to determine and reduce the causes of academic failure. It has been developed to offer students with additional assistance to promoting future success in their studies.

Students identified with, or 'at risk' of, academic failure through the Course Completion with Duration, and Monitoring Course Progress procedures, or are experiencing difficulties are eligible for an intervention strategy.

The Academy is committed to providing Students with access to the right support which can be both academic and non-academic.

Students who have been advised that the Intervention Strategy has been implemented or are experiencing difficulties are able to see the Students Services Officers to seek advice on what steps can be taken to increase the likelihood of academic success. For non-academic issues the Student Services Officers can also assist and make arrangements for additional services such as professional counselling.

Intervention Strategy Procedure:

- An appointment must be made with the Student Services Officer once the intervention strategy has been implemented or for a student to discuss the problems they are experiencing.
- At the appointment, with assistance from the Student Services Officer, the student will be provided with the Intervention Strategy Form for completion.
- The student may then be referred to the Director of Studies or delegated officer who can help to work out the academic course progress action plan to assist the student.
- Once a suitable intervention strategy has been implemented, the student will sign and receive copies of the agreed intervention plan and related documents.
- All records will be stored electronically and in paper form in the student file identifying any amendments made to the students course status and study plan.

Completion within expected duration of study

Standard 8 of the National Code requires the Australian Academy of Commerce ('Academy') to ensure that at all times students are in a position to complete their studies within the duration specified in their CoE, unless certain circumstances apply.

If a student chooses to study at less than 100 per cent 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 early they must ensure their tuition fees for the course are paid in full and the Academy must report this to the immigration department, 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 due to the following reasons:

- 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 received the 'not yet competent' result(s).

The Department of Home Affairs will determine whether you are eligible to extend your student visa to complete your study. Extra tuition & administrative charges apply for extensions that result from inappropriate deferment/suspension or due to 'not yet competent' assessments.

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.

The Academy has an e-learning platform which allows students to study 20% (4 hours) of their course load each week online.

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 display, and exit maps on display. Please familiarise yourself with this in case of an emergency evacuation.

Immigration Law

It is the responsibility of all persons who hold a visa to stay in Australia to understand and comply with the conditions of their visa.

Dress Code

Students are expected to dress in a neat and tidy manner.

General Behaviour

Australian Academy of Commerce has a small number of rules of which students must abide. These rules are to protect both students and staff and are to be followed for a harmonious and enjoyable time at Australian Academy of Commerce.

- Australian Academy of Commerce is a non-smoking building and smoking is strictly prohibited inside the building.
- Students must treat all facilities with care and respect. If any facilities are damaged or in non-working condition, it is the duty of the student to inform the reception staff immediately.
- Students are expected to move around the Academy quietly so as not to disturb others.
- Students are not to eat in the classrooms or during class, a student common room has been provided for students to eat food in.
- Mobile phones are to be turned off in all classes so that a disruption does not occur.

Student Misadventure

Students will be from time to time reviewed and reported on class incidents. These incidents could include activities such as:

- continual tardiness in arriving for classes and back from breaks
- failure to complete set assessment work
- failure to following WH&S requirements (and when undertaking practical exercises)
- cheating during assessment tasks
- disruption in classes

Continued unacceptable incidents and behaviour such as those listed above will be reported to the authorities as breaching visa obligations.

In accordance with paragraph 39.5, procedures are in place for advising the Department of Home Affairs (DHA), via PRISMS, of a student's failure to meet their visa conditions relating to academic performance under the *Migration Act 1958*, and for notifying the student of their non-compliance. This must be done as soon as practicable, as required by Section 19 of the *ESOS Act 2000*.

Students contact details

It is important that the Academy's administration office be provided with the student's current address. Should a student change his/her address, the administration office must be informed. It is the student's mandatory responsibility to report the change in written form at reception.

Where a warning letter is sent to the address on our student file and no response is received because the student has moved address (and has not notified the Academy's administration), it is the student's responsibility and the Department of Home Affairs will be informed. Accurate and current records of all student activity are kept and maintained in accordance with requirements.

Privacy policy

We will not disclose any information that we gather about our clients to any third party as per the 'Information Privacy Principles' in Section 14 of the *Privacy Act 1988* (Commonwealth). This Act imposes obligations on private education providers in the collection, storage, use and disclosure of personal information.

We are obliged to tell the client the purpose of collecting personal information, who receives this information and where it is held. We must also provide ongoing rights to access this information about the individual and make corrections. We are also obliged to protect and maintain accurate personal and private information and not disclose it without the knowledge and approval of the individual concerned.

Information that the Academy Officer asks a client will only be necessary for the purposes of course enrolment, learning and study records.

No client information is shared with another organisation. If client information is required by a third party we will obtain written consent from the client prior to release of any information.

Should a client seek access to their information we have a documented procedure requiring authorisation before this can occur.

However, a student's personal information provided to the Academy may be made available to the Commonwealth and State departments, as well as the Tuition Protection Scheme (TPS) Director, pursuant to obligations under the *ESOS (Education Services for Overseas Students) Act 2000*, the *National Code, Vet Quality Framework* and other offices of the NSW Department of Education and Training if applicable.

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

Access and equity policies are incorporated into operational procedures. Australian Academy of Commerce prohibits discrimination towards any group or individuals in any form, inclusive of

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged clients.

Course deferral, suspension and cancellation

The Academy team is committed to assessing and recording all deferments, 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.

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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