



ACKNOWLEDGE EDUCATION

Letter from CEO, Acknowledge Education.

To all our stakeholders:

Students, Staff, Academic Board Members, Directors of the Board and Shareholders.

Our mission: To be a challenging, relevant and creative leader in the education industry.

Our Values: Honesty and Integrity in our dealings with all our stakeholders.

I believe Acknowledge Education has lived up to our mission and values in this COVID 19 environment.

2020 has been a very challenging year for the education industry both domestic and international.

Here at Acknowledge Education, we have ridden the different waves in the four states we are located in. Every state had different circumstances to deal with and we were separated from each other as were many Australian families.

I believe we have come through this challenging time with resilience and compassion for each other and an understanding of the incredibly difficult time our international students had to manage on their own without their families' support and guidance. My heart goes out to them and I feel very proud and humbled by the way the students have come through this time and I feel for the families who must have been very anxious. For them and to help their peace of mind, I would like to share a wonderful story about our Homestay/VCE student Counsellor, Janet, who drove out to the homestay of one of our VCE students who was feeling anxiety about his exam to bring him into the exam. I am so overcome by the dedication and commitment of our staff for the students' welfare.

We had the Valedictory dinner for our Year 12 students in Melbourne this week and it was amazing to see these students so mentally strong and so connected with each other, their teachers and their school. We wish them all the very best in their VCE results and I feel sure these students will achieve whatever future pathway they choose to follow.

Our Victorian students had the worst experience as there was an extended lockdown and they were studying remotely and not able to connect with friends and fellow students.

Our staff were amazing in the way they assisted the students and kept the school running smoothly from their respective homes. Our Chief Innovation Officer, Mr. Cyrus Nickson with his assistants made sure the online delivery was continually improved and sent the students surveys to get feedback and suggestions to assist them with their studies. The surveys were very positive and the students felt assured that they were being supported and that our online delivery was being continually developed and improved.

Ben Saporta, our Chief Logistics Officer kept the schools running smoothly and continually communicated with staff and students and government to keep us safely within the health guidelines for each state. Our CFO, Laetitia Markram, has capably and efficiently managed our finances to keep Acknowledge Education a strong and sustainable business.



Melbourne Language Centre, Stott's College, Front Cooking School and Acknowledge Creativity are divisions of Acknowledge Education Pty. Ltd.

HEAD OFFICE: 168 Exhibition Street, Melbourne, Victoria 3000, Australia | Phone +61 3 9663 3399

SYDNEY: 60 Hickson Road, Barangaroo, New South Wales 2000, Australia | Phone +61 2 9252 5991

PERTH: 1/647 Wellington Street, Perth, Western Australia 6000, Australia | Phone +61 8 6355 5919

BRISBANE: 225 St Pauls Terrace, Fortitude Valley, Queensland 4006, Australia | Phone +61 7 3733 0997

acknowledgeeducation.edu.au | ABN 15 005 596 565 | CRICOS 00197D | PRV 12146 | RTO 4112 | SCHOOL 1997

In the academic area I want to thank our Dean, Dr. Tim Weir and our Associate Dean (Health Programs), Mr. Chien Vu, our Heads of Hospitality, Glenn Evans (Higher Ed and VET) and Arthur Vallelonga (Operations VET), Mr. Cyrus Nickson Head of School, VCE and Chris Wilkinson and Amy Lyon (English Language) for the enormous effort and positive energy they showed during the lockdown and the vigilance and care toward their staff and students. This was backed up so capably by our large student support team, lecturers and trainers in all our campuses. I thank them on behalf of the students and the management as they are the front line workers in our industry.

Our administration and admission team led by Andy Liang, Monika Peff and Mandy Simons kept the engine room of the business running and assisted our agents with student applications and enrolments. Despite the challenging times and the interruptions and remoteness of the past 6 months we have continued to welcome students into Acknowledge Education and ensure that they are getting the very best attention and support. Thank you to Etsuko and Emma our admissions team.

The marketing team truly lived out the cliché “when the going gets tough, the tough get going!!!” The momentum and the positive creative energy they have shown during this time has been inspiring and has afforded the company the opportunity to rise above each demanding occasion. We really value our international marketers: Huong, Sachin, Ferdi and Lucy. They work so hard and so creatively.

Mike Carlisle is working really hard in the Domestic Market and has developed a really efficient platform to attract domestic students to our Government funded industry endorsed programs.

As soon as we could safely restart our face to face practical programs in Melbourne we did which allowed our hospitality students to finish their course on time. This was a great result for them and it was wonderful to see them back connected and happy to be on track. This required our managers to get rosters happening to reflect the COVID 19 DHHS requirements. In the true spirit of Hospitality our management and trainers went out of their way to support the students.

Due to the overriding restrictions in Victoria, Graduation in Melbourne will take place in March 2021.

Acknowledge Education has grown into a much larger company across four states over the past five years and our branding thanks to Eddie our Creative Director and Miki, our brand manager, is now in line with our quality profile in our delivery of quality programs. Our health programs in Sydney and Perth and our burgeoning Brisbane campus are recognised and endorsed by the industry (ACWA). We deliver both the Diploma and Bachelor programs in Community Services and will begin our Nursing Program in Melbourne in January. We are very proud of these programs and the outcomes for the students. We appreciate all our placement partnerships in the area of health and look forward to building and developing great relationships with the health industry in the future. Our Bachelor of Social Work was accredited by TEQSA this year.

Acknowledge Education is growing in Sydney and we have extended to another area in 60 Hickson Road (5th Floor) and from next year 2021 we will be starting a new campus in York Street which is not far from the Barangaroo Campus. We will start the new Bachelor Degree in Tourism and Hospitality Management and the Advanced Diploma in Civil Construction Design in Sydney. Our team in Sydney has managed through this year really well and now our staff will be able to connect and support each other. Thank you Sally for coordinating the Community Services programs and delivering the good results despite the challenging times. I also want to acknowledge the hard work the student support services bring to make the students' time at Acknowledge a successful and memorable one. Thank you to Juste and all the lecturers and trainers at our Sydney Campus. I look forward to seeing you at our Christmas get together this week. It is so good to at last be able to travel and connect with you.

Our Perth Campus continues to grow and Graduation will take place for the students on the 9th December. Perth has had a more normal year of operation and we have appreciated their position and the fact that there has not been the disruption experienced in the eastern states. Again we will deliver the Bachelor Degree of Tourism and Hospitality Management and The Advanced Diploma of Civil Construction Design at the Perth campus in addition to the Health and Business Programs already established.

Thank you to Tanya for your coordination of the Health Programs and the great outcomes we see from the Perth students. Thank you to Lisa and Sachin for the positive energy you give every day to assist the smooth running of the campus. It will be good to see more of Sachin now that the borders are down and we are close to becoming one country again.

Brisbane is our new campus in vibrant Fortitude Valley. We have outstanding facilities and very motivated staff members. 2021 will be an exciting year for Brisbane as we are starting the Bachelor of Tourism and Hospitality management in addition to our Commercial Cookery and Patisserie courses. The Diploma and Bachelor degree in Community Services will also be delivered in Brisbane. The Campus was completed in early 2020 and I want to thank Andrew Chisholm for the effort he has put into the launch of Brisbane. Our Head Chef, Alex Aniscenko has put us on the map in the exciting hospitality scene in Brisbane. There are many exciting opportunities in tourism and hospitality in Queensland.

A big and sincere thank you to all the lecturers and trainers and academic and administrative support staff marketers, admission staff and our loyal committed agents.

I acknowledge and appreciate the work and positive energy you put in for the students to get the outcomes they come to us and look to us to deliver for them.

To those students studying offshore with us preparing to study onshore in the near future I hope you feel part of the Acknowledge community and we look forward to welcoming you very soon. Our English language school has been endorsed this year by NEAS for offshore delivery.

To all staff, students, members of our boards, agents and all stakeholders we hope this year will end peacefully and we will all make our way safely into the New Year 2021. For this reason for the very first time Acknowledge Education will close for the Christmas season to give our staff the chance to relax and to recover from a year to remember and to grow from. Adversity is a place to spring from, to learn from and to count our blessings that we live in a wonderful country and to appreciate that we have looked after ourselves, our families and each other very well.

To our Academic Board and our Board of Directors and Shareholders thank you for your contribution and support. In our 26 years of operation there has never been a more exciting time to be a challenging, relevant and creative leader in education.

Merry Christmas to all!



Suzanne Jackson.
Managing Director.
Acknowledge Education Pty Ltd.

7 December 2021