

*Vocational Education and
Training*

*Student Handbook
2024*

Equipping Students to achieve their goals through quality education.

Empowerment
through
Education

Holistic
Approach

Career-Ready
Graduates

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Welcome Message from the Chief Executive Officer



As you embark on this exciting journey to develop your skills through higher education, I am delighted to extend our warmest welcome to each one of you to Acknowledge Education.

In keeping with our ethos, we recognise and celebrate your aspirations and dedication to learning as you embark on this journey with us. Our Higher Education programs have been carefully crafted to help you not only acquire knowledge but also develop the character, critical thinking, and invaluable skills that are essential in the ever-evolving workforce.

Acknowledge Education's journey began as an English language school in Victoria, but today, our educational footprint expands across a national multi-sector educational portfolio. Our community service program is now offered in our campuses in Melbourne, Sydney, Perth and Brisbane. As we have grown, so has our commitment to delivering relevant courses and providing excellent and innovative teaching practices. We continuously strive to ensure that our courses and industry partnerships are relevant, our teaching methods are informed by best practice, and our outcomes are impactful.

Here at Acknowledge Education, we are more than just an institution; we're a community keen to see you grow, succeed, and make a lasting impact in the world. As you delve into this program, you'll be backed by our highly qualified lecturers and our tailored and caring support services. Our aim is to ensure that you don't just learn but thrive.

Welcome aboard Acknowledge Education and I wish you all the best for your pathway to discovery, growth, and profound impact in your chosen area.

Chien Vu, CEO

ABOUT

ACKNOWLEDGE EDUCATION

As a new student with us, we invite you to discover Acknowledge Education.

We're not just about academics; we champion Australian democratic values, emphasising representative government, the rule of law, equal rights, and the preservation of fundamental freedoms like religion, speech, and association. We believe in equality and respect among all members, including our vibrant student community.

Our organised structure places a strong emphasis on continuous improvement, ensuring that we're always attuned to your needs. We actively seek your input through regular surveys and feedback channels to enhance your educational experience. Join us and embark on an exciting educational journey!

OUR VISION AND PURPOSE

Equipping students to achieve their goals through quality education."

About this handbook

An updated Student Handbook is published every new year with current information about our policies and procedures. Your handbook is a great place for you to find answers to your questions about studying at Acknowledge Education.

You can refer to this handbook at any time throughout your studies and it is a great resource for you when read alongside your course information guide.

Please make some time to flick through this handbook before you start your course and then come back to it whenever you need to for further information as the need arises.

If you need more information about anything here, or you would like to know more about our programmes and courses please see the campus contact details towards the back of this handbook.



Enrolment Information

Induction/Orientation

At Acknowledge Education, all new students must attend an orientation at the program's start. Orientation sessions are part of the Welcome Day event before every teaching term.

This is a chance to get to know the staff at Acknowledge Education and your fellow students and get familiar with the campus and its facilities.

At the Welcome Day event, you will:

- Get a guided tour of the campus and an introduction to the learning management platform (Moodle).
- Meet the campus staff who will be necessary to your studies.
- Learn about the AE's rules, code of conduct, dress code, and online communication etiquette, all detailed in this Student Handbook.
- Receive a health and safety briefing.
- Be shown the computer facilities, learn the rules for using them, and receive your user ID and password.
- Begin your academic induction, which covers the program's structure, what you should expect, how assessments work, and how your courses lead to a qualification.
- Receive information about international student support services if you're from overseas.

All this information is designed to help you settle in and understand what is expected of you as a student at Acknowledge Education.

Policy, procedures and guidelines

Policies and procedures are essential guidelines that outline the standards and processes within an organisation. At AE, we have a comprehensive set of policies covering all aspects of your educational journey—from enrollment, attendance, academic integrity, health and safety, and student conduct. These policies ensure a consistent and fair experience for every student.

For the most up-to-date information, our students are encouraged to access the latest versions of all policies and procedures directly from AE's website, ensuring you have the most current and relevant information at your fingertips.

Welcome Days for 2024

January 2024

Intake Start Date: 29/1/2024

Campus	Date
Melbourne	Tuesday, 16/1/2024
Sydney	TBA
Perth/ Brisbane	Thursday, 18/1/2024

July 2024

Intake Start Date: 15/7/2024

Campus	Date
Melbourne	Tuesday, 2/7/2024
Sydney	Wednesday, 3/7/2024
Perth/ Brisbane	Thursday, 4/7/2024

April 2024

Intake Start Date: 22/4/2023

Campus	Date
Melbourne	Tuesday, 9/4/2024
Sydney	Wednesday, 10/4/2024
Perth/Brisbane	Thursday, 11/4/2024

September 2024 Intake

Start Date: 30/9/2024

Campus	Date
Melbourne	Tuesday, 17/9/2024
Sydney	Wednesday, 18/9/2023
Perth/ Brisbane	Thursday, 19/9/2023

Induction/Orientation

At Acknowledge Education, it's mandatory for all new students to participate in an orientation at the start of their program. Orientation sessions are one part of the Welcome day event that is held before every teaching term.

This is a chance to get to know the staff at Acknowledge Education, your fellow students, and get familiar with the campus and its facilities.

At the Welcome Day event, you will:

- Get a guided tour of the campus and an introduction to the learning management platform (Moodle).
- Meet the campus staff who will be important to your studies.
- Learn about the AE's rules, code of conduct, dress code, and online communication etiquette, all of which are detailed in this Student Handbook.
- Receive a health and safety briefing.
- Be shown the computer facilities, learn the rules for using them, and receive your user ID and password.
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ID cards

After you have completed your orientation session, you will be eligible to request a student identification (ID) card.

You may request your idea card by emailing a photograph of yourself with your student Identification number to studentservices@ae.edu.au.

You can use your student ID card to get discounted travel on certain bus and train services.

Your student ID card also enable you to borrow books from the AE libraries on campus.

Please talk to your student services officer if you require more information or if there are any problems with your card.

A fee may apply for replacement cards.

Change Contact Details

It is important to keep the campus informed of your current contact details, this is especially important in case of events relating to your health and wellbeing.

Please make sure you keep your contact details up-to-date in the profile section of your student portal.

Childcare

For students who have children or childcare obligations please ensure you have arranged childcare as soon as possible to avoid missing out on study time.

It is not permissible to bring children with you to the campus when attending classes or to leave students unattended in the campus.

Fee Protection

AE has implemented safeguards for student fees to secure your educational investment.

Assistance for Students

AE has a responsibility to support you, even in the event of closure. In such an event we will:

Coordinate the completion of your studies through an alternative provider, or

Reimburse you for any prepaid tuition fees that have not been used.

If the substitute courses provided does not meet your satisfaction, you have the option to request a refund instead.

In the instance where your institution fails to secure an alternative course or issue a refund, the [Tuition Protection Service \(TPS\) will](#) step in to support you.

Privacy

Under the Privacy Act 2020, your personal data is considered confidential and will only be used for its original collection purpose. The staff at Acknowledge Education are committed to this act and will not disclose your personal details to the public, relatives, or employers unless you provide explicit written permission.

This standard applies equally to requests from official bodies like the police, which must be made in writing with a clear explanation of the information needed, its purpose, and the legal grounds for the request.

Medical information

If you're dealing with a significant health issue like an allergy, it's crucial to be on the books with a healthcare provider. Additionally, make sure your enrolment advisor, campus authorities, and instructor are aware of your condition and have the contact details for your physician. This ensures you can get assistance promptly if you fall ill or have an accident during class. If you don't have a general practitioner or require one nearby, your enrolment advisor or support officer can help you find one in your vicinity. The support team is also available to help if you need a doctor who speaks a language other than English.

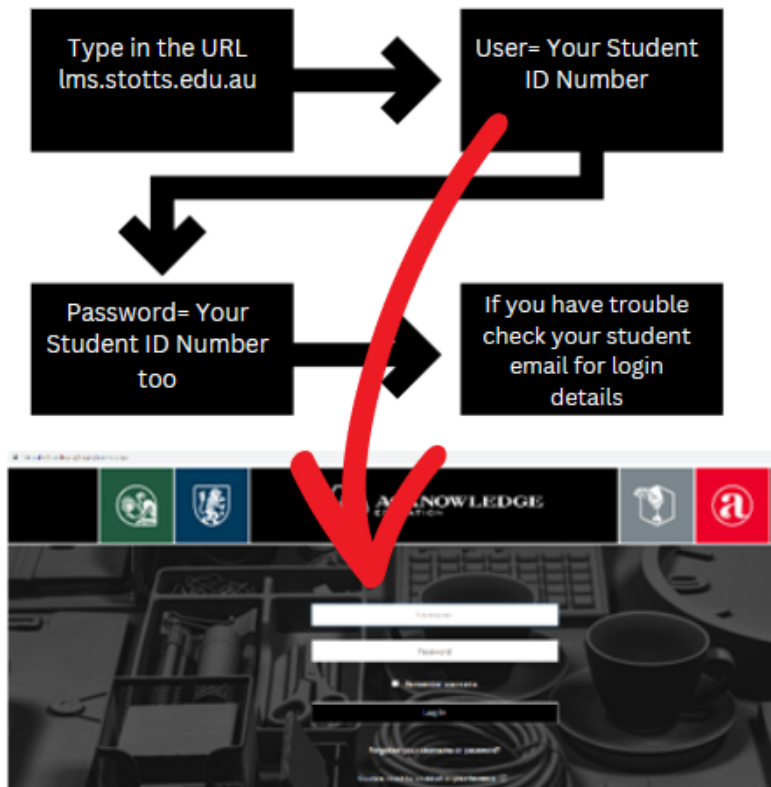
In case of a medical emergency, call the Ambulance Service immediately at 000.

Moodle

MOODLE is your online learning platform where you can access your course content and other academic material.

All your written assessments will be uploaded through Moodle unless otherwise specified by your trainer.

Logging on to Moodle



Once you log-in, you will be required to reset your password. Please remember your password and store it safely. For more information on how to use your Moodle portal, login to Moodle and click the learn to study online tab to access a series of recorded modules.

Your College Email

All Acknowledge Education email communication is via your Acknowledge Education email account. All correspondence will only be emailed to your Acknowledge Education email account. It is your responsibility to check it at least once per day.

Emails sent to your Acknowledge Education email account are important and may contain official information crucial to your studies and your stay in Australia. Not checking your email account will not stop Acknowledge Education from processing disciplinary actions and cancellations. To protect Acknowledge Education from the potential effects of the misuse and abuse of email, the following instructions are for all users:

- No material is to be sent as a defamatory email, in breach of copyright or business confidentiality, or prejudicial to the good standing of Acknowledge Education.
- Emails must not contain material that amounts to gossip about students or could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involving the harassment of others or concerning personal relationships.
- When using email, a person must not pretend to be another person or use another person's computer without permission.
- Excessive private use, including mass mailing, "reply to all," etc., that are not part of the person's duties, is not permitted.

Emails to your trainers must be sent from Acknowledge Education student email account and vice versa. If students access their emails through a provider other than Acknowledge Education, the student must ensure that emails are forwarded to the student's private email address. The College will use email communications to communicate necessary enrolment and study information to students.

PAYMENT OF FEES



You can pay fees before or on the due date by following one of the processes below.

- **Online Payment**
- **Fund Transfer**

Bank Details

Bank: NAB
Account Name: Acknowledge Education
BSB: 083-004
Account Number: 62418 5760
Swift Code: NATAAU3303M (For International Transfers)

Always quote STUDENT ID NUMBER (e.g: 1045001 tuition) as reference on all payments made

Step 1: Log in to Your portal

Step 2: Go to the payment tab

Select your Invoice

Payment of Fees - International Students



You can pay fees before or on the due date by following one of the processes below.

You need to make your payments by the due date; you can pay fees at any interval you choose - weekly, fortnightly, monthly or as a lump sum - as long as they school receives total amount 2 weeks prior to the beginning of the trimester you are starting.

Important: You are RESPONSIBLE for knowing when your fees are due. If you cannot make your payments on the due date, you need to speak to someone BEFORE the due date.

If you fail to pay your tuition fees by the due date, you will be issued with an 'intention to report' for non-payment of tuition fees.

REFUNDS



About Refunds

A refund of 70% of tuition fees will be given if enrolment is cancelled more than 28 days before the commencement of the course. The following non-tuition fees are non-refundable (other than in case of a visa refusal, see paragraph 1.5 below); CoE Package Course Fee, Enrolment Fee and Administration Fee.

No refund of fees will be given if enrolment is cancelled within 28 days of course commencement, or the student does not commence on the agreed date or withdraws from the course once it has commenced. Students enrolling to commence courses within 28 days of application will not receive a refund if enrolment is cancelled more than seven (7) days after receipt of the application or within seven (7) days of course commencement.

For the full details on eligibility for refunds, please consult the Policy and Procedure – Refund International Student on either the student portal or the Acknowledge Education website under the policy and procedures tab within the About section.

Applying for a Refund

Students, parents, or guardians must submit a written request for a refund by mail, to:

The Registrar
Acknowledge Education
168 Exhibition Street
MELBOURNE VIC AUSTRALIA 3000

Or by emailing the registrar at
registrar@ae.edu.au

Written requests for refund should contain:

- ☐ the student's details, including full name, student number, date of birth and address.
- ☐ details of why a refund is requested.
- ☐ contact details; and
- ☐ the requested destination of the refunded payment.

For more information about applying for a refund please go to the Policy and Procedure – Refund International Students either on the student portal or on the Acknowledge Education website within the ABOUT tab on the home page.



Withdrawal and fee refund entitlements – domestic students

Acknowledge Education has a transparent refund policy for tuition fees.

Students who cancel their enrolment more than 28 days before the course begins are entitled to a 70% refund.

However, cancellations within 28 days of the start date, non-commencement, or withdrawal after the course starts are ineligible for a refund.

Deferrals also do not qualify for refunds.

Visa rejections lead to a refund minus the lesser of \$500 or 5% of the fees, with adjustments if the course has already started.

If your actions, as a student, leads to enrolment or visa cancellation, no refund will be issued.

Should Acknowledge Education cancel a program, students will receive a refund of unused fees or be offered an alternative course (see information above on fee protection).

Fees cannot be transferred to another person, but refunds may be considered for compelling reasons upon a written request to the Registrar.

Requests for refunds should be submitted in writing, including necessary personal details and reasons, and will be processed within 28 days if approved.

Written confirmation of withdrawal

Before your fee refund can be processed due to withdrawal, you must submit a written notification of your decision. This notification must contain your complete name, the specific program and level from which you are withdrawing, the name of the campus, the date on which you plan to withdraw, and your reasons for withdrawing.

Attendance

Attending classes is key to learning and getting your qualification. It's also good for building skills like managing your time and being on time, which you'll need for work.

You must be at all your classes and stay the whole time. You should be there for at least 80% of your classes. This means coming on time and staying until the end, except when there's a break.

Your trainer will keep track of who's there and who's not. It's important to note that any form of attendance falsification, whether it's misrepresenting your own attendance or improperly recording someone else's, will be considered academic misconduct and dealt with accordingly.

Credit Transfer

At Acknowledge Education, we honour the portability of nationally endorsed qualifications, skill sets, and units of competency across Australia. As part of our commitment to the national VET system, students are not required to retake any unit or module for which they've previously demonstrated competency unless stipulated by regulatory or licensing mandates.

Credit Transfer refers to the recognition of learning achieved through formal education and training. At AE, you may be eligible for credit if you have previously completed units at another Registered Training Organisation (RTO) and these units align with your current studies. This means that your past learning can be counted towards your current qualification, potentially reducing the time and cost of your studies.

To apply for a Credit Transfer, you need to provide AQF certification documentation or authenticated VET transcripts from the RTO where you completed the units. Remember, credit is awarded only for units you've successfully completed and are relevant to your current course. AE will review and verify the provided evidence to ensure the integrity and learning outcomes of the course are maintained.

It's important to note that while Acknowledge Education can provide credit, we are not compelled to issue qualifications solely based on units or modules completed elsewhere, especially if licensing or regulatory conditions dictate otherwise.

Finally, it's crucial to distinguish that credit transfer is not the same as Recognition of Prior Learning (RPL). RPL is an assessment pathway to determine competence, whereas credit transfer acknowledges the equivalency of previously undertaken and completed learning or qualifications.

Recognised Prior Learning

Recognised Prior Learning (RPL) is a process where your previous informal learning, work experience, self-tuition, or non-accredited qualifications can be recognised towards your current qualification. RPL acknowledges that learning can occur in various settings, not just in formal education.

To apply for RPL, you need to demonstrate that your previous learning or experience is relevant and meets the learning outcomes of the specific units in your course. This includes providing documentation that showcases your acquired knowledge and skills. Note that this prior learning should have occurred within the last 10 years. AE's senior academics will assess your application for RPL to ensure fairness and relevance. The cost of RPL assessment is equivalent to 50% of the unit/s for which you are awarded credit. If granted, RPL will be recorded in your academic records.

Remember that both Credit Transfer and RPL are subject to certain limits, and they should not compromise your course's integrity or learning outcomes. If you're unsure about your eligibility or how to apply your course coordinator can tell you more about the process and what you need to show us.

Visa Information for International Students

Before you begin your educational journey at AE, you must have the correct visa to study in Australia. This ensures you can legally undertake your chosen program at the specified location. Please ensure that the details on your visa, such as the school's name, program of study, and campus location, are accurate. Incorrect information or an expired visa may prevent you from attending classes or completing coursework.

For comprehensive information on visa requirements and the specifics of student visa employment rights, please refer to the official resources provided by the [Australian Government](#). You can also find information at the [Study Australia Webpage](#). These resources will guide you on maintaining a valid visa throughout your stay in Australia. Should there be any changes to your visa status or if you obtain a new passport, it's imperative to inform your student support officer at AE without delay.

While the team at Acknowledge Education is committed to supporting your educational experience, we cannot offer legal advice on visa matters. For specialised guidance, you should consult with a registered Education Agent or seek advice from a professional with expertise in immigration law.

Remember, maintaining valid visa status is your responsibility as an international student, and staying informed about your visa conditions is essential to your academic success at AE.

International Student Visa Restrictions

- notify student services of your residential address within 7 days of arriving in Australia.
- meet your course requirements, remain enrolled and maintain satisfactory attendance and course progression.
- stay within the visa limit on working hours while studying
- maintain adequate health insurance for visa holders for the whole of your stay in Australia
- not over-stay your visa period in Australia.

You can check your visa status and full list of conditions any time at the [Department of Home Affairs Visa Entitlement Verification Online system \(VEVO\)](#).

Switching Courses at AE

As long as your new course is at an equivalent or higher level than your current course you won't need a new student visa. Simply speak to your student services officer about completing a course transfer form.

Note: that if your visa is nearing its expiry and you require more time to finish the new course, you will have to apply for a visa extension.

If your new course is at a lower qualification level (for instance, switching from a bachelor's degree to a diploma), or if you're transitioning to an English Language Intensive Courses for Overseas Students (ELICOS), then you'll be required to apply for a new student visa.

[You can find more information on the Dept of Home Affairs Website.](#)

Health Insurance for International Students

As an international student on a student visa, you're required to have valid health insurance for the entire duration of your stay in Australia. This involves securing Overseas Student Health Cover (OSHC) and ensuring it remains active throughout your time here.

OSHC helps you cover the costs of medical and hospital care you might need while in Australia, and it also covers ambulance services and some prescription medicines.

To comply with visa requirements, it's important to keep your OSHC active. If you miss payments or let your policy lapse, you may not be able to make claims for services used during that period.

Should there be any change in your visa or Medicare eligibility, notify your insurer promptly to confirm if your current cover meets your needs. Once your student visa expires, you won't be eligible for OSHC but you can switch to a different health cover plan suitable for residents or overseas visitors.

Health Insurer
ahm OSHC
Allianz Care Australia (Peoplecare)
BUPA Australia
CBHS International Health
Medibank Private
NIB OSHC

Medicare Access for Certain Students

Students from the UK, Sweden, the Netherlands, Belgium, Slovenia, Italy, and New Zealand might be eligible for Medicare under Reciprocal Health Care Agreements between these countries and Australia. This Medicare access is supplementary to your OSHC and doesn't replace the need for it.

Exclusions and Exemptions

Some students, such as those from Sweden, Norway, or Belgium, may be exempt from purchasing OSHC due to their home country's national health schemes. Confirm with the Department of Home Affairs to see if these exemptions apply to you.

OSHC Coverage

OSHC plans mainly cover hospital and medical treatments, and ambulance services. However, they do not cover general treatments like dental or physiotherapy. If you need these services, consider taking out additional coverage.

Pharmaceuticals are only partially covered under OSHC, with a set limit per item and a yearly cap. If you need expensive treatments, such as those for cancer, be aware that you may incur significant personal expenses.

Obtaining OSHC

You can purchase OSHC from select insurers that have an agreement with the Department of Health and Aged Care to provide affordable and comprehensive health coverage to students. To choose a provider, review the list of insurers that offer OSHC.

Accommodation

Need a place to live?

There are a few different options that you might consider.

Short-term accommodation

Many international students stay in short-term accommodation while they become familiar with their new city and meet potential housemates, including hotels, hostels and other temporary options. The Study Australia website it is great place to find more information. [Study Australia Website](#)

Managed student accommodation

Managed (or 'purpose-built') student accommodation are residences designed and built specifically for students. The options range from private studio apartments to shared rooms with communal areas, activities and facilities.

These residences are usually located close to major education providers or near public transport. Bills such as electricity and internet are generally included in the advertised rental cost, so the cost of living should not change much from month to month.

For a list of accredited managed student accommodation, visit the [NPAS website](#).

Renting a house or apartment

You can rent or 'lease' a property by yourself or with friends. This can be done through a real estate agent or privately (renting directly from a landlord/owner).

It is common for international students to live with other students in order to make living costs more affordable. There are often rental and share house options posted on boards at your education institution or at sharehouse websites such as [Flatmate Finders](#) or [Flatmates.com.au](#).

If you rent a house or apartment, you will need to pay a security deposit or 'bond' (which is usually equivalent to four weeks' rent). You will also need to pay some rent in advance (usually to cover the first four weeks of your tenancy). This money is held by the relevant state government department in every Australian state or territory.

It is important for you to know your rights before you start looking for a rental or sharehouse.

For more information on renting, visit Study Australia's blog post, Accommodation tips: [How to find the right house and housemates for you](#).

Homestay

Homestay involves living with a local family in their home. This can be a good option for younger students who can enjoy all the comforts of a family home, while getting to spend time with their host family, often with meals and cleaning provided.

Education agents can help to make these arrangements, or you can contact homestay providers directly. Some independent businesses in Australia support homestay arrangements, but you will need to conduct your own research into these services and make your own arrangements. Some examples include:

- Global Experience
- Homestay Australia
- Homestay Network
- International Homestay Agency (Melbourne only)
- Student Accommodation Services
- Study Vision

When choosing a homestay company, please ensure it offers accommodation that complies with the [Australian Government Schools International \(AGSI\) Homestay Standards](#).

Important considerations

Here are some factors to take into consideration when finding the right accommodation for you:

Costs will vary depending on your chosen state, city, and type of accommodation. Use our cost of living calculator to get an estimate of your expenses and how they vary from state to state.

Always confirm the total cost and any other expenses you may be required to pay, such as a bond as well as regular gas, water and electricity bills.

Consider the distance of your accommodation from your campus and whether it is easily accessible by public transport, such as bus, tram or train.

Find out what shopping centres and amenities, as well as health, hospital and emergency services are located nearby.

Legal protection

It is important that you are aware of your legal rights regarding accommodation. You can find more information about your rights in the legal rights section of this handbook.

Legal Rights

Legal help around Australia

If you want legal advice, look up:

Australia-wide Organisations

Community legal centres in your state or territory give free legal help to people who meet their eligibility criteria.

The law institute or law society in your state or territory can refer you to a lawyer specialising in workplace law.

Youth Law Australia 1800 953 673

Providing free, confidential legal information and help for young people under 25

You may want to try some of the following organisations in your state or territory.

Australian Capital Territory

- Legal Aid ACT 1300 654 314
Call the Legal Aid Helpline: **1300 654 314**
Call the Tenancy Advice Service: **1300 402 512**
Older Persons ACT Legal Service (OPALS): **(02) 6243 3436**
Family Violence & Personal Protection Unit: **(02) 6207 1874**
- Women's Legal Centre 1800 634 669
Providing information to women regarding legal services.
- Youth Law Centre ACT (02) 6173 5410
- The Youth Law Centre (YLC) is Canberra's free legal service dedicated to young people aged 12-25.
- Law Society of the Australian Capital Territory (02) 6247 5700

Western Australia

Circle Green Community Legal (08) 6148 3636

An independent, not-for-profit community legal centre that provides state-wide specialist legal services

The Law Society of Western Australia (08) 9324 8600

LAWFULLY EXPLAINED

Lawfully Explained is a website and podcast that helps explain the legal system and can point you toward the right place for advice.

New South Wales

Law Access NSW 1300 888 529

Providing information on legal services, resources, help at court and information about self-representation.

The Law Society of NSW (02) 9926 0300

Law Society of New South Wales offers other services to help you

Employment Rights Legal Service (02) 8004 3270

A free statewide employment law service providing advice and representation to migrants and vulnerable workers

Queensland

JobWatch (03) 9662 1933

An employment rights community legal centre helping Victorian, Queensland and Tasmanian workers with their rights at work.

Caxton Legal Centre (07) 3214 6333

Represents the interests of people who are disadvantaged or on a low income when they come into contact with the law.

Aboriginal and Torres Strait Islander Legal Service 1800 012 255

A community-based legal assistance organisation established to advance and protect the legal and human rights of Aboriginal and Torres Strait Islander peoples.

Victoria

JobWatch (03) 9662 1933

An employment rights community legal centre helping Victorian, Queensland and Tasmanian workers with their rights at work.

Law Institute of Victoria (03) 9607 9311

Young Workers Centre 1800 714 754

An accredited community legal centre in Victoria providing free advice and representation to young people under the age of 30 with employment law issues.

Legal Rights

Need a place to live?

There are a few different options that you might consider.

Accommodation

It is important that you are aware of your legal rights regarding accommodation.

Your legal rights include:

- feeling secure in your property, and
- that your accommodation is well maintained with working electricity and water.
- If you have an issue with your accommodation, try to resolve the problem directly with your real estate agent, landlord or accommodation manager.

If you are unable to resolve the issue directly, there are organisations such as tenants' unions and consumer advocates that can help. Visit the relevant Fair Trading government agency in your state or territory:

- New South Wales: NSW Fair Trading and Tenants Advice & Advocacy Services NSW
- Queensland: Tenants Queensland and Residential Tenancies Authority
- Victoria: Tenants Victoria and Consumer Affairs Victoria
- ACT: Tenants' Advice Service and Access Canberra
- Western Australia: WA Department of Commerce and Tenancy WA
- Northern Territory: Tenants' Advice Service and Consumer Affairs Northern Territory
- South Australia: Consumer and Business Services (CBS) and Tenants Information and Advisory Service

What if you pay for something that you are not happy with?

In Australia, there are [laws in place to safeguard the rights of consumers](#), which also cover international students.

Should you encounter any issues with an item you've purchased, or a service you've used or are considering using, your regional [consumer protection agency](#) is available to assist.

The agency can offer:

- Clear explanations of your rights as a consumer.
- Suggestions and recommendations regarding items or services you intend to buy or have already bought.
- Information on how businesses should operate legally and their responsibilities.
- Step-by-step advice on how to file a complaint against a business.

Working in Australia

Your legal rights at work.

- In Australia, employers must give you a payslip within a day after your payday. You might receive your pay weekly, bi-weekly, or monthly. The payslip is vital because it details your earnings and the tax deducted.
- If you're a temporary resident with a job in Australia, your employer must contribute to your superannuation fund if you qualify.
- Your employer must have insurance that covers you for any injuries or illnesses that occur due to your job. This insurance, known as workers' compensation, could cover your medical expenses or lost wages until you can return to work.
- Australia's minimum wage is updated annually and varies depending on the job type. You can check the current rate on the Fair Work Ombudsman's website. If you're being paid less than the minimum wage, you won't face any consequences for reporting it to the [Fair Work Ombudsman](#).

Workplace Safety

Australia's laws are designed to ensure the health and safety of workers. According to the Work Health and Safety Act, you're entitled to a secure workplace that doesn't risk your health. This includes receiving the appropriate safety training, having established safety procedures in place, and access to adequate facilities like toilets and areas to eat.

Discrimination

You are entitled to a workplace free from discrimination. This means you should not be treated unfairly because of your race, gender, sexual orientation, age, disability, or religious beliefs.

Bullying and Harassment

You have the right to work without being bullied or harassed. Workplace bullying occurs when someone repeatedly acts unkindly or unreasonably towards you or a group of employees. Sexual harassment in the workplace includes any unwelcome sexual advances or requests for sexual favours.

Unfair Dismissal

Being unfairly dismissed means losing your job in a way that's harsh, unjustified, or unreasonable. If you believe you've been dismissed unfairly, you should submit a claim to the Fair Work Commission within 21 days of your dismissal.

Academic Information and Student Support

At Acknowledge Education, we strive to ensure your learning journey is smooth and uninterrupted. Our team is dedicated to your well-being and is always ready to connect you with the support services within our community.

The Student Handbook is your resource for all the support services we offer. At the end of the handbook, you'll find a Support and Guidance Directory that lists external services and assistance you might need. If you're unsure about anything or can't find what you're looking for, please feel free to talk to student services officer, trainer or any staff member you're comfortable with. They'll guide you to the appropriate contact or resource.

Programme content

You will receive a programme outline at enrolment

This document summarises:

- The qualification your programme leads to
- The course you will be covering
- The credits and level of the programme
- The length of the program
- The structure of the program

Course/Component: are also known subjects, papers, modules, topics, units and standards. All of these components together make up your programme and lead to a recognised qualification.

Learning outcomes or units of competency each course has specific learning outcomes that describe in detail what you need to know, or be able to do and which you will be assessed against. In order to be credited for a course you must achieve all of the course's learning outcomes.



Student complaint procedures

At Acknowledge Education, we're dedicated to resolving any issues you may face through a comprehensive four-stage complaints and appeals process.

Step 1: Informal Resolution

Initially, we encourage informal resolution directly between the parties involved. If unresolved, you can proceed with a formal appeal.

You can take any grievance to external agencies at any stage.

Step 2: First Stage Formal Appeal

Submit a formal complaint via our online system. Our Quality Assurance Team (QAT) will acknowledge within five days and begin assessment within ten days.

If satisfied with the outcome, no further action is needed. If not, move to the next stage.

Step 3: Second Stage Formal Appeal

If the resolution at this stage does not meet your expectations, you have the right to lodge a second-stage formal appeal. You can file a second-stage appeal online within twenty working days if the first stage is unsatisfactory.

The Quality Assurance Team will review and arrange for the provision of a written report within ten working days

Step 4: External Appeal Process

If issues still aren't resolved, domestic students can escalate to external agencies like the Office of Fair Trading.

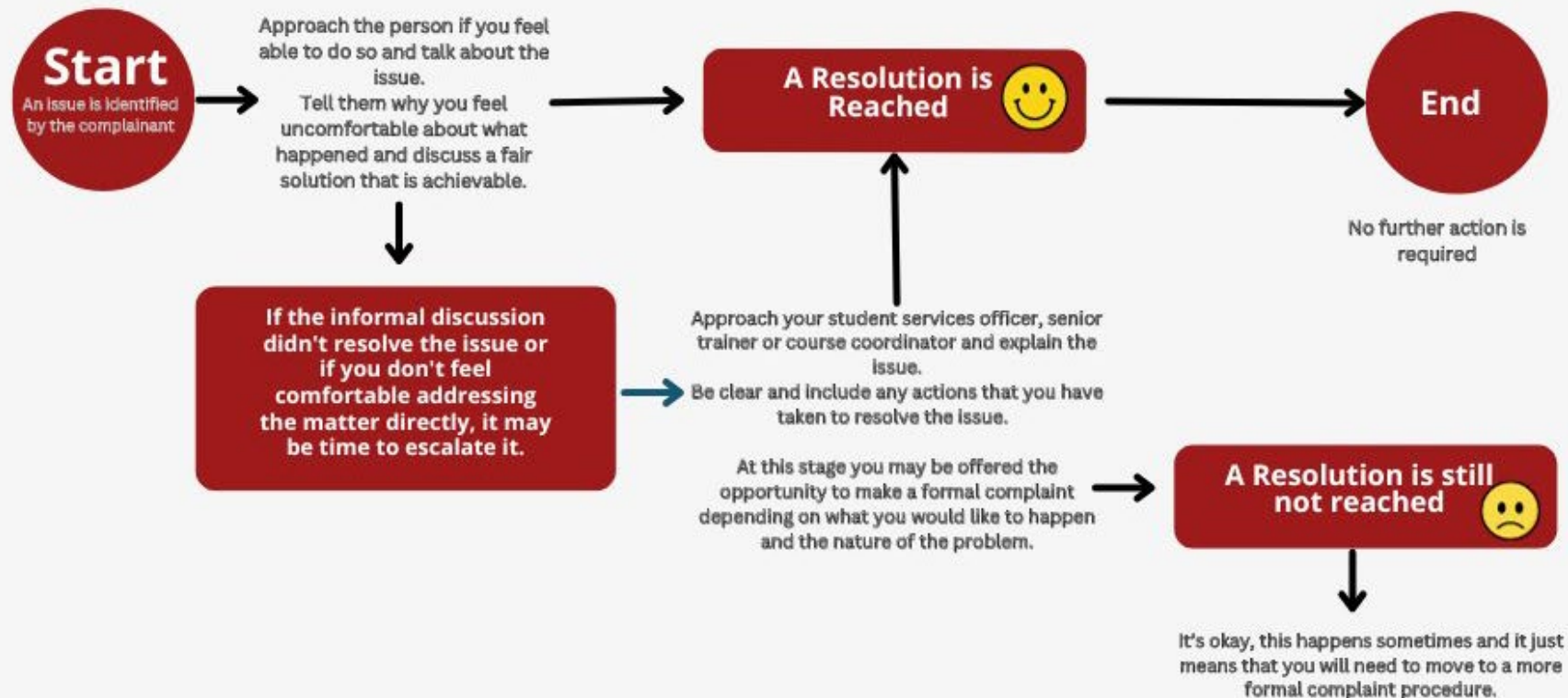
International students may contact the Overseas Student Ombudsman.

For unresolved issues, domestic students can approach external bodies such as the Office of Fair Trading, while international students may contact the Commonwealth Ombudsman.

Throughout the process, our Quality Assurance Team records and monitors all appeals and complaints, ensuring timely responses and maintaining records for five years.

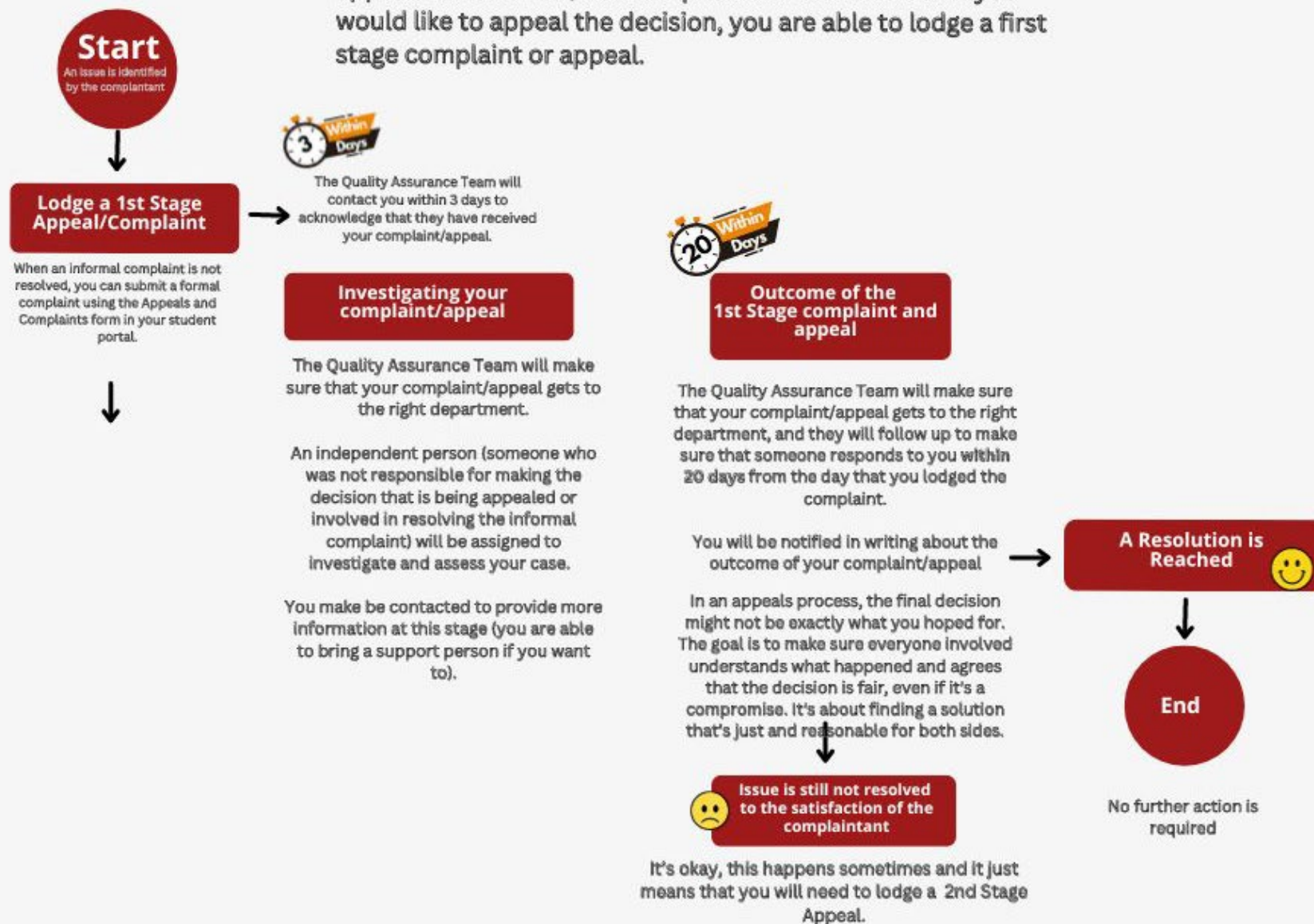
We also consistently use insights from these processes to ensure continuous improvement within our institution. Our Quality Assurance Team diligently records and monitors all appeals and complaints throughout the process

Informal Complaint Process (Step 1)



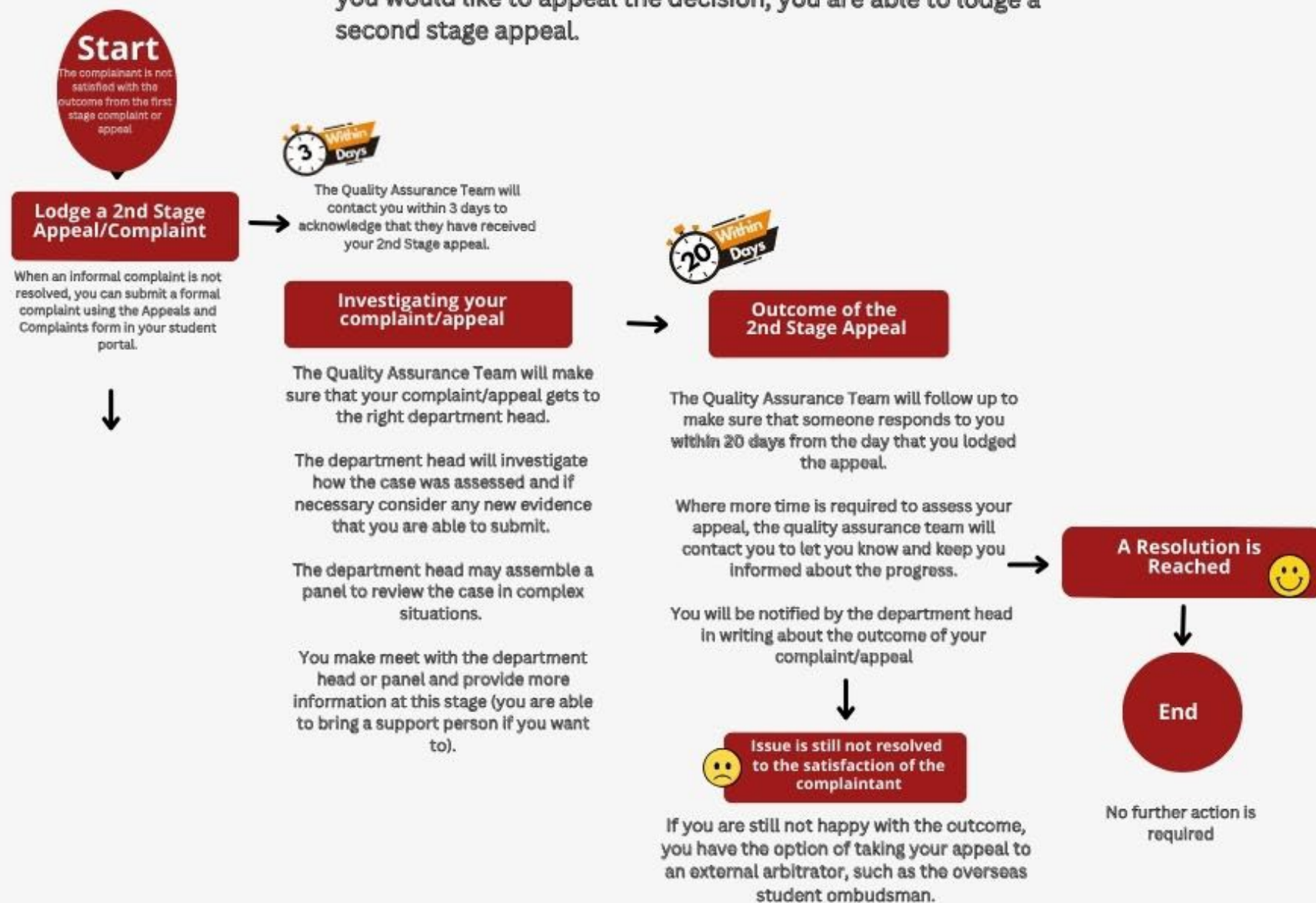
Formal Complaint Process (Step 2)

When an informal complaint is not resolved or you have applied for a remark/resit or special consideration and you would like to appeal the decision, you are able to lodge a first stage complaint or appeal.



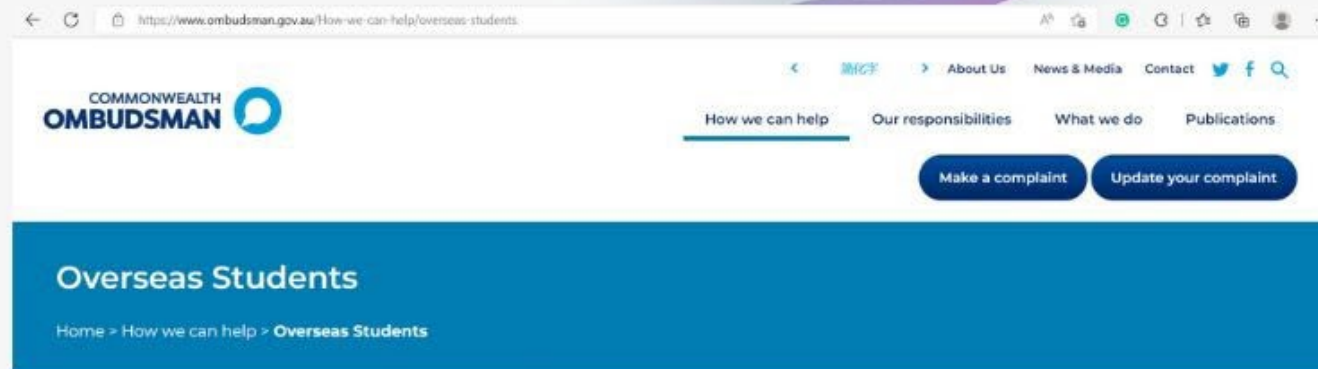
Formal Appeal Process (Step 3)

When a stage one complaint or appeal is not resolved and you would like to appeal the decision, you are able to lodge a second stage appeal.



External Appeal (Step 4)

If you still believe that you are not being treated fairly, you can appeal to the Commonwealth Ombudsmen, who will review how your case has been handled.



Resources and Facilities

At your local campus, you'll not only have access to self-service computers, online tools, and our Learning Management Systems (Moodle) but also a wide selection of e-books, journals, and magazines that are relevant to your program.

Please don't forget to join the public library in your area, which is free of charge. Just bring a document with your address, like a utility bill or a letter, as proof.

You'll also find photocopiers on campus. To use them, you can create a Papercut account, which will allow you to pay for your printing at a low cost.

For printed materials, know that Acknowledge Education provides trainers with an extensive array of learning materials and resources. They are committed to making sure you have all the necessary resources for your studies.

Additionally, there are dedicated student areas designed for relaxation and socialising with your peers. These spaces provide the perfect spot to unwind and connect with fellow students outside of class time.

Consultation Times

Where possible, AE has an "open door" policy, with staff being available to students during campus hours. Teaching staff are not always on campus, so it is wise to check with your trainers, so you are clear on their availability before you head into campus to see them.

Library Access

Acknowledge Education has thousands of books within the on-campus libraries. Additionally, an online library catalogue can be accessed directly from Moodle (Moodle is explained later in this section).

Students have access to multiple copies of all Prescribed Textbooks, which are available for a 1 week's loan only. Prescribed Textbooks are in a locked cabinet and can only be accessed by your Librarian.

Campus	Library Opening Hours
Melbourne	Mon - Thurs, 9.30am - 6pm Fri 8.30am - 5pm
Sydney	Mon - Fri 9.00am - 5.00pm
Perth	Mon - Fri 9.00am - 5.00pm
Brisbane	Mon - Fri 9.00am - 5.00pm

All other books are available on the shelves and can be loaned for 2 (two) weeks. Students can also access online databases, such as EBSCOhost Business Source Premier, ProQuest Sociology collection and IBISWorld. As well as links to eBooks and other digital resources.

The Student Voice

Your voice as a student is incredibly important to us at AE. We're committed to making your time here both enjoyable and successful, so we truly value your feedback.

Class time can be a great chance to talk about common concerns, whether that's about the programme content, assessments, or the campus facilities. If needed, we can take these matters to the student representative meeting for further discussion.

Student representatives are dedicated student volunteers who speak on behalf of all students at various levels within AE. They play a crucial role in making sure that our policies, procedures, and expectations align with your experience. They are aware that their input might be used by the management in different ways and that their contributions are greatly appreciated. These representatives can also influence teaching and learning decisions at committee meetings and even at the highest level of academic governance during AE's Academic Board meetings. Becoming a student representative is not only a chance to hone your leadership skills, but it's also an impressive addition to your resume, and you'll receive a certificate for your participation.

As for course evaluations, AE conducts them internally towards the end of the term. You'll be invited to share your experience through a questionnaire, helping us understand your perspective as a student and to give us feedback on your trainers and the units that you have completed that term.

Additionally, we value graduate feedback. Beyond online and representative feedback during your studies, we might reach out after you've completed your programme. This is so we can assess how well your training prepared you for your career, ensuring that our programmes remain relevant and beneficial for your professional journey.

News

News and information can be found on AE's websites and on Moodle for you. However, our main form of getting information to you is through our college email.

Access to enrolment and academic information

Each term you will be receive a final grade for each of the units you complete. On completion of the programme you will receive an academic transcript detailing all the units you completed and the date of achievement.

AE will retain secure records of your enrolment and academic information on your electronic student file (also known as your student portal). Information will be available to you on request should you require a copy of your transcript or other documentation or agreements.

As your records are private and confidential, to maintain record security we ask you to formally request these either person with your student ID handy or in writing from your student service officer via email from your college email account.

Please also be aware we will not be able to issue your records to other people on your behalf without your express written permission.

Intellectual property

Regarding the display and use of your work, AE can archive, display, or use any student work created during your study.

Support services for international students

studies in australia 
The International Students' Guide

International Student Hotline



Federal Department of Education and Training:
Call 1300 363 079 (Monday to Friday, 8 am to 6 pm)
if you have a problem with study, safety,
accommodation or work.

Mentoring and help from other students



Take advantage of opportunities to meet other international and Australian students through social groups and mentor programs.

Information and advice for pre-departure and arrival



Contact your institution for information and advice about:

- ✓ travel arrangements, student visas, Overseas Student Health Cover (OSHC) and banking
- ✓ airport pick-up and accommodation
- ✓ the institution and campus, nearby tourist attractions and life in Australia.

Counselling services



Most institutions have qualified and experienced counsellors who offer international students free, confidential advice on personal, social and academic matters such as:

- ✓ culture shock, stress and homesickness
- ✓ relationships and family
- ✓ accommodation issues
- ✓ academic difficulties.

Orientation and study preparation programs



Every institution runs an orientation program for newly arrived international students. Typical orientation programs offer:

- ✓ information sessions
- ✓ guided campus tours
- ✓ faculty-specific orientation
- ✓ library tours
- ✓ social activities
- ✓ introduction to services and facilities
- ✓ opportunities to meet academic and other institution staff and student representatives.

Information and advice for returning home



Most institutions provide international students with information and advice about returning home after their studies, which covers:

- ✓ readjusting to life at home
- ✓ gaining employment
- ✓ migration issues
- ✓ alumni services.

Academic and English language skills assistance



Many institutions offer academic and English language support services to help international students adjust to their studies and life in Australia.

Support for accompanying family members



In addition to helping international students, the international student support services unit at your institution may offer support for family members who accompany students to Australia.

www.studiesinaustralia.com



Assessment procedure

LLN

At AE, literacy and numeracy skills are key for student success. On commencement, students must complete an LLN test to identify any gaps. If needed, students receive support strategies from the Academic Support Officer, including regular meetings, additional English classes, or other tailored assistance.

This support is documented, and the student's progress is closely monitored to ensure support is timely.

Assessment of Competency

AE's VET assessments use a multifaceted approach to gauge your competency:

Direct Observation: Real-time evaluation in work or simulated settings, including role-plays, allowing assessors to observe and interact with you during the assessment.

Product-Based Methods: Submissions like reports, work samples, role plays, and presentations, which may also be compiled in a portfolio to showcase your skills.

Questioning: Assessing knowledge through various questioning techniques including interviews and case studies.

Third-Party Evidence: Feedback from supervisors or industry professionals regarding your performance in actual work settings.

Assessment opportunities

Each assessment provides three attempts to achieve a satisfactory outcome, with role-plays being a key method, especially for evaluating interactive and situational responses. Repeating the unit will require additional fees.

You must be graded as satisfactory for each assessment to be granted an overall grade of competent.

Where appropriate, assessments allow up to three opportunities to meet

the minimum requirements (which includes the first attempt).

If your evidence does not meet the minimum requirements on the first attempt, your assessor will ask you to correct specific parts of your assessment and set a resubmission deadline.

If you need to resubmit an assessment, you will not be discredited (the outcome will not be lower than the previous attempt).

Assessment deadlines and extensions

In your units on Moodle, assessment due dates are clearly stated.

Trainers will also remind you of these deadlines.

Submitting your assessment after the due date means your first submission actually counts as a first **resubmission (or your second attempt)**, leaving one more chance.

No submission or minimal evidence may result in a 'not yet satisfactory' grade.

If you do not submit any assessments by term's end, you'll be graded as not yet competent, and you will need to re-enrol and pay for the unit again.

For extensions due to legitimate needs, apply in advance with possible evidence required.

Special Consideration for exceptional circumstances impacting assessment events

We recognise that life can present difficult challenges like illness, loss, or emergencies that are out of your control. If such circumstances affect your assessment performance, you're encouraged to apply for special consideration. The application form is available under the important student information section in Moodle, and you'll need to provide evidence like medical certificates to support your claim.

Re-enrolment and completion arrangements

Students who have used up the maximum number of assessment opportunities without meeting minimum requirements will be required to re-enrol in the unit and pay the necessary costs to complete the unit again.

For international students, this may require an extension of their CoE and may, in some circumstances, require an extension to the length of the visa. Please discuss these requirements with your educational agent.

Assessment appeals

If you are dissatisfied with the result of an assessment or you feel there has been an error in marking, always check with your trainer first in case there has been any misunderstanding. If, after speaking with your Trainer, you are still unsatisfied with the result, you may formally appeal for the result to be reviewed.

To request a resit, you must complete the remark/resit application and make an academic case for the assessment to be remarked or to undertake a resit.

The course coordinator or a delegate will assess your application. Where there are sufficient grounds for a remark/resit, your application will be granted, and you will be required to pay a \$50 fee. The result of the remark is final. However, you may use the appeals process if you believe the process undertaken to provide the remark/resit was unfair.

Fostering Academic Integrity

AE's approach to upholding academic integrity in VET programs is comprehensive and multi-tiered, focusing on both identifying potential breaches and educating students on proper academic conduct.

Tier 1: Minor Breaches

Types of Breaches: Includes issues like inadequate referencing, weak paraphrasing, or mismatched citations.

Detection: Uses TURNITIN software to flag potential breaches. Teaching staff assess if high TURNITIN scores are due to valid reasons like technical terminology, required assessment text, coversheets, reference lists, or resubmission of previously marked work.

Assessment of Originality: Teaching staff investigate if the work submitted genuinely belongs to the student. This includes checking the student's academic history and engaging in discussions to gauge understanding.

Investigating TURNITIN Red Flags: Additional checks for tactics like white text usage or digital technology to manipulate the TURNITIN score.

Tier 2: Major Breaches

Types of Breaches: Non-authentic submissions, plagiarism, and collusion.

Response: If a major breach is identified, the assessment is not marked, an academic breach report is filed, and a mandatory investigation is conducted. The Academic Support Officer (ASO) evaluates the breach and decides on the appropriate tier level.

Tier 3: Academic Misconduct

Types of Breaches: This includes tactics to void TURNITIN scores, repeated Tier 2 breaches, contract cheating, and falsification of documents or data.

Response: The Academic Integrity Officer (AIO) investigates and defines the misconduct, assessing the evidence and determining the severity. Consequences may include zero marks, a fee for resubmission, or more serious repercussions like unit failure or expulsion.

Responses and Penalties

Minor Breach Response: This involves grading the work, providing feedback, and recording the breach. Students are advised to seek academic support.

Significant Breach Response: This may involve workshop attendance, fees, loss of submission attempts, or grading as Not Yet Competent. Repeated breaches escalate to higher tiers.

General Principles

Professionalism and fairness are emphasised throughout the process.

The intent and severity of the breach are considered in determining outcomes.

Students have the right to appeal decisions following the complaints and appeals policy.

This structured approach aims to penalize breaches and guide students towards understanding and practising academic integrity.

Forms of Academic Misconduct

Contract cheating	Work completed for a student by a third party.
Cheating	An attempt to circumvent examination or assessment rules or regulations deliberately.
Collusion	Gaining assistance from another student or person to cheat, plagiarise or engage in other academic misconduct.
Copying	Make a similar or identical version of academic work.
Falsification	Deliberate misrepresentation or forgery of existing information or documentation.
Fabrication	The deliberate creation of non-existent information or documentation.
Plagiarism	presenting someone else's work or ideas as your own, with or without their consent, by incorporating it into your work without full acknowledgement.



It is crucial that all students familiarise themselves with Acknowledge Education's Policy and Procedure – Fostering Academic Integrity which is available in the policies section of the Acknowledge Education website and on the student portal.

Academic Support

Students of all abilities can feel confident that they will be fully supported to achieve their study goals at AE, no matter what challenges they face.

If you are experiencing language difficulties, are behind in your studies, are at risk of failing or simply wish to improve your social skills, we have all-inclusive Student Academic Support Service programs targeted significantly to help you.

These one-on-one sessions, classes and workshops will provide you with support in the following areas:

- Reading and comprehension for assignments and lesson notes
- Verbal and visual presentation skills
- Referencing skills
- Researching from the Internet, journals and texts
- Ongoing practise in conversing and presenting in English
- Developing confidence and self-esteem to assimilate into, comprehend and enjoy future classes, and;
- Creating letters of application and resumes for future employment.
- If you wish to make an appointment with our friendly academic support staff please contact us.

Our librarians will also assist students in research, referencing and other related services.

Course Completion

Preliminary results for all AE programmes are usually available within 15 working days of the end of course date of the programme.

Once your results are published on your student portal, an Academic Transcript can be provided to you.

This will show the programme titles, qualification(s) and courses, credit values and dates of achievement for what you have completed. Please check this thoroughly and advise your student services officer of any problems.

Upon completing your course, you will also receive a certificate of course completion.

Graduation Ceremony

Each year, AE will hold a graduation ceremony. If you have completed your course by the cut off date for that year, you will be invited to attend the graduation ceremony.

Eligible students will be invited to attend the graduation and provided with all the information regarding the costs and the arrangements.

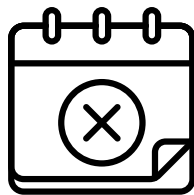
Learner Accessibility

AE is dedicated to providing an accessible and supportive learning environment. We uphold a policy where students are not required to disclose disabilities, but if shared, the information is confidential and enhances equity strategies. Our admissions and enrolment procedures are non-discriminatory, with accessible information on AE's website, ensuring fair opportunities for all students.

Our teaching approach incorporates universal design principles to accommodate diverse learning needs, offering reasonable adjustments without exempting the demonstration of learning outcomes.

DEFERMENT, SUSPENSION &

CANCELLATION



Deferment or suspension of studies initiated by the student

Acknowledge Education will only grant a deferment of commencement of studies for compassionate and compelling circumstances.

Suspension of study requested by the student

Once the student has commenced the course, Acknowledge Education will only grant a suspension of study for compassionate and compelling circumstances

Examples of Compassionate and Compelling Circumstances

These include but are not limited to the following:

- illness, where a medical certificate states that the student was unable to attend classes;
- bereavement involving close family members such as parents or grandparents (where possible, a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel
- that has impacted studies; or
- a traumatic experience that has impacted the student (these cases should be, where possible, supported by police or psychologists' reports).
- The final decision for assessing and granting a suspension of studies lies with the principal/the course coordinator.

Assessing requests for deferment or suspension of studies

- Applications will be assessed on their merit
- All applications for deferment or suspension will be considered within 14 working days.

Exclusion, suspension or cancellation initiated by Acknowledge Education

Exclusion from class

Acknowledge Education may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion may occur as the result of any behaviour identified as resulting in exclusion in Acknowledge Education's Codes of Conduct as provided in the Student Handbook.

Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and will be determined by the principal/ Course Coordinator.

- The length of the exclusion will be determined by the principal or the Course Coordinator, considering students' continued access to educational programs, progress, and assessments.
- Excluded students will be provided with study materials or homework during the exclusion period. The Course Coordinator will determine this.
- Where the student is under 18, the guardian and parents will be notified of the intended exclusion, and they will be responsible for the student whilst the exclusion period is completed.

International Students Only

If the exclusion is short-term, it will not be recorded on PRISMS. If the exclusion is long-term (28 days and above), then Acknowledge Education may initiate a suspension of studies according to (5)(l).

Suspension of Studies for Misbehaviour

Acknowledge Education may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Acknowledge Education' Codes of Conduct.

Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Course Coordinator.

Keeping Healthy, Well and Safe

Staying healthy and happy during your studies is so important to your success and meeting your goals. Please read and consider the information and resources below.

Discrimination, harassment and bullying

At AE, we are deeply committed to fostering a diverse and inclusive environment. Our policies are designed to ensure that every student, regardless of their background, is treated with respect and dignity. We strive for equity in access to our programs and services, actively supporting students from underrepresented and disadvantaged groups.

Our approach encompasses a range of initiatives and procedures to guarantee an equitable learning experience. We also have specific mechanisms to address and resolve any issues related to diversity and equity, ensuring that every student's voice is heard and valued.

AE takes discrimination, harassment, and bullying very seriously. These behaviours create a hostile environment and can significantly impact your academic and personal life. **If you feel that you are being subjected to this kind of behaviour, either from a staff member or another student, experienced directly in person or by written or electronic communication, including social media, please bring it to the immediate attention of a staff member.**

Unwanted Sexual Attention

AE has zero tolerance for sexual assault and harassment and believes it is the right of every student and staff member to feel safe and respected at all times. Acknowledge Education is committed to supporting students and staff affected by sexual assault or harassment wherever it has taken place.

What is Sexual Harassment?

Sexual harassment is an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature that makes a person feel offended, humiliated and/or intimidated, where a reasonable person would anticipate that reaction in the circumstances.

The Sex Discrimination Act 1984 (Cth) defines the nature and circumstances in which sexual harassment is unlawful. It is also unlawful for a person to be victimised for making, or proposing to make, a complaint of sexual harassment to the Human Rights and Equal Opportunity Commission.

If you or someone you know is hurt or in immediate danger, call for help:

Emergency services on 000

Acknowledge Education emergency number on 0424 383 868

What to do if you experience Sexual Assault or Harassment for immediate Assistance.

If you or someone you know is hurt or in immediate danger, call for help:
Emergency services on 000

Acknowledge Education emergency number on 0424 383 868

You may be asked to undergo a forensic medical examination following an incident of sexual assault. It is your choice whether to proceed. However, it's important to consider that evidence will be lost over time if you delay the examination.

It is always recommended that survivors of sexual assault seek medical attention to the screen for sexually transmitted infections (STIs) and, if female, for pregnancy.

Report the Incident

You can report an incident to the Police or Acknowledge Education student services team at any time. You don't have to make a formal report if you don't want to.

- Police
- Melbourne -Sexual Offence and Child Abuse Investigation Teams (SOCIT) www.police.vic.gov.au
- Sydney- Contact your local police station or fill out this form https://www.police.nsw.gov.au/data/assets/pdf_file/0009/475794/SARO_Form_200213.pdf
- Perth- Sex Assault Squad (08) 94281600
- Acknowledge Education Student Services counselling@ae.edu.au

It's helpful to have a trusted friend or family member act as your support when contacting the police or the college about the incident.

When making a report to Acknowledge Education, you always have control over what actions are taken. We will respect your privacy and how you want to deal with the matter.

Seek Support - Incidents of sexual assault and harassment can be traumatic and leave you feeling uncomfortable. Your usual coping mechanisms may be affected by the trauma, so it's good to seek support.

Consider telling a trusted friend or family member about the incident, who can then help you seek out support services.

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Acknowledge Education emergency number on 0424 383 868

Australian Counselling Service (ACS)

Australian Counselling Service (ACS) is the clinical counselling division of the Australian Institute of Professional Counsellors (AIPC). As a highly regarded provider of Counsellor education, AIPC established ACS

to provide high-quality counselling services to clients from all backgrounds. ACS's mission is to make quality mental health care services available to everyone. AIPC and ACS look forward to supporting mental health and awareness.

Australian Counselling Service (ACS) provides:

-  Counselling support for a range of concerns including stress, relationships, managing your studies, and everyday worries.
-  A choice of fully supervised pre-service Counsellors who care about your wellbeing, and understand your needs and concerns.
-  Pre-service Counsellors in the advanced stages of their training and working from best-practice counselling frameworks.
-  Counselling sessions **from anywhere** delivered through a secure telehealth platform.

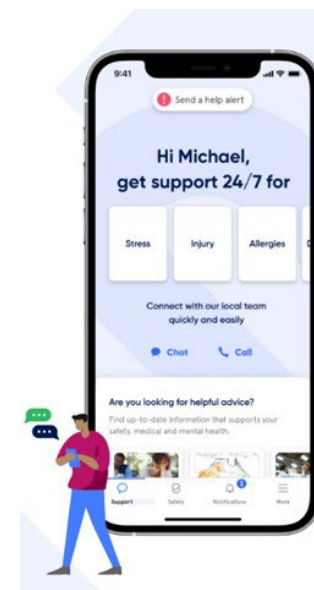
As an Acknowledge Education student, you can book your online session by visiting this link, calling 1300 374 033, or emailing info@acscounselling.com.au.

AE will cover the cost of your counselling sessions, so you will have nothing to pay.

Learn more about these free counselling sessions provided by the Australian Counselling Service (ACS) by clicking [here](#).

Sonder - Safety and Wellbeing external service

Sonder offers a range of services that include safety, medical and mental health support. Some of the features include the following:



24/7 real-time support through chat and phone - in any language

Connect with an expert team of registered nurses, psychologists, doctors, and professional safety experts at any time. The Sonder support team is there to provide advice & support, confidentially - in English or in your preferred language.

Confidential care and advice

All support provided by Sonder is kept strictly confidential and will not be shared with your employer or any 3rd parties.

Access to the Sonder wellbeing library

Browse helpful articles, videos, and advice to support you on your wellbeing journey.

Real-time, location-based safety features

Sonder's suite of safety features is available to ensure that you are safe - wherever you are.

- Safety alerts will notify you of any potential health and security threats, adverse weather, and transportation disruptions close by - in real-time.
- Going to an unfamiliar place or meeting someone for the first time? "Check on Me" and "Track My Journey" will make sure you get to your destination safely.

External Support Services

Full-time study can be very demanding around assessment times, especially on top of other demands of family, work, and other commitments. Getting support during these periods is an excellent idea to help you cope with stress and anxiety while you are studying.

At Acknowledge Education, we support you when you face difficult situations. This webpage provides important information about getting help in Australia.

The first thing to know is that if you are in immediate danger you need to call emergency services immediately. Here is a short video about emergency services [\(add link when website is complete\)](#)

Dial 000 in case of an emergency

You might not be in immediate danger but still feeling sad, scared, or unsafe. If so, you are not alone, and there are lots of services that you can call.

These services are available to call anytime, day or night (24/7):

Beyond Blue aims to increase awareness of depression and anxiety and reduce stigma. Call 1300 22 4636, 24 hours/7 days a week, chat online or email.

Kids Helpline is Australia's only free 24/7 confidential and private counseling service specifically for children and young people aged 5 – 25. Call 1800 55 1800.

Lifeline provides 24-hour crisis counselling, support groups and suicide prevention services. Call 13 11 14, text 0477 13 11 14 or chat online.

MensLine Australia is a professional telephone and online counselling service that supports Australian men. Call 1300 78 99 78, 24 hours/7 days a week, chat online or organise a video chat.

Suicide Call Back Service provides 24/7 support if you or someone you know is feeling suicidal. Call 1300 659 467.

1800RESPECT (National Sexual Assault, Domestic Family Violence Counselling Service): Call 1800 737 732

Headspace: Call 1800 650 890 Headspace is a mental health organisation that provides support and resources for young people aged 12 to 25 in Australia. It offers various services to help with mental health concerns, including counseling, information, and access to online tools and resources.

You can find more information about other services on our website [\(add link when new website is ready\)](#)



24/7 Mental Health Services



Is it an emergency?

If you or someone you know is at immediate risk of harm, call **triple zero (000)**

Suicide Call Back Service

Anyone thinking about suicide



suicidecallbackservice.org.au



1300 659 467

Lifeline

Anyone having a personal crisis



lifeline.org.au



13 11 14

Beyond Blue

Anyone feeling anxious or depressed



beyondblue.org.au



1300 22 4636

Kids Helpline

Counselling for young people aged 5 to 25



kidshelpline.com.au



1800 55 1800

MensLine Australia

Men with emotional or relationship concerns



mensline.org.au



1300 78 99 78

Open Arms

Veterans and families counselling



openarms.gov.au



1800 011 046

Health and Safety on Campus

The health and safety of everyone is of prime concern to our organisation. As an enrolled student, you have responsibilities too. These include:

- Looking after your health and safety.
- Making sure your actions don't put others at risk.
- Following all the health and safety rules and instructions given to you.
- Using equipment safely and as you've been shown.
- If you see something dangerous, tell a staff member right away.
- If there's an accident or something goes wrong, report it to a staff member or the reception desk immediately.

Student Safety

If you're going to be away and therefore miss classes, you need to tell the college in advance.

If you don't, and we can't reach you, we'll contact your listed emergency numbers to make sure you're okay.

Keep in touch with the campus team to avoid any issues or concerns about your safety. It's helpful to give us a landline number too, just in case you can't use your mobile phone.

Make sure that you keep your phone number updated in your student portal.

Hazards

If you notice anything around the campus that you think could be a hazard and may cause physical harm, please inform your trainer, reception or your Campus Manager, or Health and Safety representatives immediately. The Health and Safety representative or campus manager will report the issue in the hazard register and take steps to minimise or eliminate the hazard.

Medical conditions, infections and serious illness

If you are experiencing diarrhea, flu-like symptoms or a severe infection, please stop coming to campus and see a doctor for diagnosis and treatment.

If you have travelled recently from overseas and experienced the above conditions, you must seek medical advice immediately.

If you have a severe medical condition such as an allergy, and this is managed by prescription medicine, ensure campus management is aware of this.

Also advise your trainer and campus manager of this so they can access your medicine in case of emergency.

Your campus provides sanitised bathroom facilities, please follow good hygiene practices to avoid the spread of bacteria and germs.

Accidents and incidents

Accidents and incidents (including near misses) must be reported to a staff member or the campus manager. The incident will be recorded and actioned.

First aid equipment and surgical gloves are available from the campus reception area in a medical emergency. AE has several people with current first aid qualifications to attend to accidents and injuries.

All accidents or incidents that occur during placement or work integrated learning must also be reported to a staff member at the soonest possible time.

Emergencies

It is essential to know what to do in an emergency on campus. Your induction will cover meeting points and who the fire warden is, but you should also familiarise yourself with alarm sites and emergency exits – exit maps can be found on campus walls. Take note of the illuminated exit signs throughout the campus.

Evacuations & Lockdowns

During a drill or an actual emergency evacuation, it's important to follow your campus's specific evacuation procedure. Use the emergency exit you are directed to and proceed to the assigned meeting point.

If a lockdown is initiated whilst you are on campus, you are to minimise noise and movement and follow the instructions of staff members.

Fire safety and evacuation

If you hear an alarm sound while on campus, follow the instructions of the safety warden who will be identifiable in their safety vest and hard hat.

Do not run or use the lifts. Proceed immediately to the closest emergency exit and then to the assembly area.

If you discover a fire, raise the alarm immediately by operating the nearest fire alarm or informing a staff member. Call the Fire Brigade on 000 or notify reception.

- On hearing the sound of the alarm bells ALL students and staff must

LEAVE THE PREMISES IMMEDIATELY

- Use the nearest exit available
- Those appointed as Fire Wardens will search the campus. When the Fire Wardens are satisfied that everyone has evacuated the campus they will report to the Fire Control Officer
- Move quickly and quietly – **DO NOT RUN. DO NOT USE THE LIFTS**
- Do NOT collect personal belongings from any part of the premises
- Do NOT carry any food or drinks with you whilst vacating the premises
- NO person is to re-enter the building
- until instructed to do so
- Once the all clear has been declared by the Fire Department, the campus Fire Warden will advise that you can re-enter the building.

Protocols

Our campus cultivates a professional learning environment where you're expected to develop practical skills and apply good work ethics. Just like any workplace, there are rules and standards to follow. Adhering to our Code of Conduct, observing all our campus rules, and respecting Australian laws during any campus-related activities, including off-site and work-based training, is mandatory.

Please be aware, not following these rules could lead to disciplinary measures.

Student code of conduct

The Code of Conduct stipulates the minimum standards that students should adhere to at all times when studying at Acknowledge Education:

- Students must treat Acknowledge Education's staff and other students with respect, fairly and without discrimination, regardless of religious, cultural, racial, and sexual differences, age, disability, or socio-economic status.
- Students must ensure the safety and cleanliness of the study environment.
- Students must not intimidate or attempt to intimidate Acknowledge Education's staff or other students.
- Students must not damage or misuse Acknowledge Education's property or other students' properties.
- Students must not use mobile phones during class times, unless directed to by their Trainers.
- Students must not attend class whilst under the influence of alcohol or illegal drugs.
- Students must not smoke in non-smoking areas.

Students are also expected to:

- inform themselves of, and comply with all relevant acknowledged education policies and procedures.
- Not engage in any activity that is illegal under the laws of the Commonwealth of Australia, any of its states or territories, or engage in any activity that may be considered unlawful within these jurisdictions.
- Participate constructively in the learning process and experience.
- Inform themselves of their courses and their unit requirements, as well as their individual academic progress.
- Use facilities and services honestly and responsibly.
- Recognise that cheating, plagiarism and fabrication or falsification of data are unacceptable and will be dealt with seriously.
- Recognise, embrace, and promote diversity.
- Adhere to the proper use of copyrighted material and the Internet.

Student Rights

- The right to study in an environment free from unlawful discrimination, bullying, intimidation, or harassment.
- The right to be provided with accurate and accessible information about all relevant aspects of a course, including unit learning outcomes, content, assessment, and timetables in a timely manner before the start of each study period.
- The right to have any disputes settled in a fair, efficient, and rational manner (this is accomplished by the Complaints and Appeals Policy).
- The right to express and share ideas and the right to ask questions in classrooms or in individual consultations with staff.
- The right to provide feedback on unit or subject quality, educators' delivery performance, student support services and facilities.

Non-compliance

Students should note that non-compliance with the Code of Conduct will result in an investigation by Acknowledge Education.

The following procedures will be followed:

Step 1: A member of the Acknowledge Education staff will contact students in the first instance to discuss the issue or the non-compliant behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included in the student's personal file. If the issue or the behaviour constitutes a gross breach of the Code of Conduct, the student will be excluded from his or her class (or suspended) in accordance with

Acknowledge Education's Deferment, Suspension and Cancellation Policy.

If, on the other hand, the breach does not constitute a gross breach of the Code of Conduct, the student will not be excluded from his or her class. However, the student's behaviour and conduct will continue to be monitored.

Step 2: Where the issue or behaviour continues, students will be invited for a personal meeting with the course coordinator to discuss it further. This meeting and its outcomes will be documented, signed by staff, and preferably by students (who would be invited to sign). Students, whether signing or not, would be provided with a personal copy.

Step 3: Should the issue or behaviour continue; the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included in the student's personal file.

After the three steps in the discipline procedure have been followed, should the issue or behaviour continue, the student will be notified in writing that their enrolment has been terminated.

Campus Information

Campus management team

Each campus has a Campus Manager and Student Support Officer/s who are available to help and support our students with all operational aspects of their study experience.

If you would like to discuss any aspect of your study journey with a member of campus management, please contact arrange an appointment by emailing studentservices@ae.edu.au or by visiting the reception counter at any of the campuses.

Teaching team

Your teaching team comprises a course coordinator, academic support officers, placement teams and senior trainers. Each member will support you in developing the knowledge and skills to be successful in your course.

They are available to help you with and provide information relating to:

- Course content and academic support
- Assessment support, progress and special consideration
- General class issues
- Work experience placements
- Pastoral support
- Post-placement advise

Your team will advise you of any hours outside of class available to support you with your studies.

Computers

Computer facilities are available for course-related work. The internet is available for research and your work. AE monitors the internet for excessive usage on a daily or weekly basis.

Note: It is very important to back up your work on your own portable hard drive frequently as there may be times when your device has technical issues, or in the very unlikely event that another student accidentally erases your work.

If you need assistance with any IT issues you can contact our IT support by emailing elarningsupport@ae.edu.au.

Printing, photocopying and phone

All campuses have photocopying/ printing facilities available to students during regular hours. On your first day you will be allocated a user ID and password. It is important that you change your password immediately. Using another student's login is against school policy—please do not provide your login details to friends or family.

You are able to access a Paper-cut account to pay for your printing on campus at a reasonable rate per copy.

USING THE INTERNET



Privileges

The use of the Acknowledge Education network is a privilege, not a right. Therefore, inappropriate use will result in the cancellation of this privilege. Based upon the guidelines established in this document, any subsequent modifications hereto and on Acknowledge Education policies and procedures, the system administrator will determine what constitutes appropriate use.

Acknowledge Education reserves the right to terminate, suspend, or otherwise limit network access at any time as required in their judgment. Such decisions of the school are final. Acknowledge Education reserves the right to inspect or review internet accounts and network files for security purposes.

Electronic mail (e-mail) is not guaranteed to be private. System administrators have access to all mail and reserve the right to monitor the use of the Acknowledge Education network, including all e-mails.

Acceptable use

The use of your internet account and network files must be consistent with the educational and operational policies and procedures of Acknowledge Education. Transmission of any material in violation of any Australian or State law or regulation is strictly prohibited. This includes but is not limited to: copyrighted or trade secret material, threatening or obscene material, and criminal activity. Use of Acknowledge Education computer network for commercial activities, product solicitations, or political lobbying is also prohibited. Inappropriate use will be reported to the responsible authorities.

You are expected to comply with the rules of network and internet etiquette. These include but are not limited to the following:

- Use appropriate language
- Do not use the system for frivolous, harassing, or inconsiderate purposes, or to disrupt another person's use of the system
- Do not use the system for illegal purposes
- Do not reveal personal addresses, phone numbers or other relevant personal details

Online safety while studying on the internet



As part of online learning, students will be expected to participate in online discussions and activities with other students. This is an important part of learning, and students are encouraged to take up the opportunity to enhance their learning through the proven benefits of social collaboration. Students should take some precautions when learning online and guard against identity theft, scamming and harassment. Students should be advised not to post personal information that can be used to identify them personally, such as date of birth, address, telephone number or email account details, in their study related online spaces or social networking sites. It is also advisable for students not to arrange to meet fellow students in person or communicate with them privately unless they already know and trust that other person.

You should pay attention to the following online safety tips:

- Do not post too much information online
- Be careful when publishing photos online Do not freely publish an e-mail address
- Make sure that social networking profiles are private Do not answer personal questions with too much information when responding to questions over the internet or when using instant messaging, chat rooms or blogs
- Do not choose usernames that reveal gender, location, email address or age
- Be very careful if anyone suggests contacting privately outside study activities Be very careful about publishing photos online or sending them via phoneB Beware of any email that is not readily identifiable
- Do not click on a link in an e-mail, instead open a browser and type the address
- Professional scammers exist who may try to use a legitimate study acts as a cover for their activities
- If anyone asks you for money, bank details or similar, cease all contact with that person.

Cyberbullying

Cyberbullying is bullying that is done using technology. For example, using the internet, a mobile phone or a camera to hurt or embarrass someone is considered cyberbullying.

Cyberbullying (continued)

Students should pay attention to the following online safety tips:

- Do not share private information like password, name and address, phone numbers with strangers, including sharing of photos of yourself, your friends and your family
- Do not respond to messages when you are angry or hurt
- Log out and stop messaging if you feel that you are being harassed
- Remember you have the option to block, delete and report anyone who is harassing you online or on their mobile phones
- Find out how to report bullying and harassment on each of the different social networks that you use
- Keep a record of calls, messages, posts and e-mails that may be hurtful or harmful. Remember to set up your privacy options on social networking sites like Facebook.
- You are encouraged to contact Acknowledge Education if anyone tries to bully, harass or make inappropriate suggestions to you. It is also essential to know that each state and territory in Australia has different laws for bullying.
- There are a number of websites that you can access to find out more about online safety:
 - <http://www.staysmartonline.gov.au/>
 - <http://www.cybersmart.gov.au/>
 - <http://www.acma.gov.au/Citizen/Stay-protected>

KEY

CONTACTS



Campus	Address	Phone Number
Melbourne Campus (Head Office)	168 Exhibition Street, Melbourne 3000	+61 3 9663 3399
Sydney Campuses	Barangaroo Campus: 60 Hickson Road, Sydney, NSW 2000	+61 2 9252 5991
	Oxford Street Campus: 63 Oxford Street, Sydney, NSW, 2000	+61 2 9252 5991
Perth Campus	647 Wellington Street, Perth, WA 6000	+61 8 6355 5919
Brisbane Campus	225 St Pauls Terrace, Fortitude Valley, QLD, 4006	+61 7 3733 0997
Website: www.acknowledgeeducation.edu.au		
Phone Number: +61 3 9663 3399		
Email: enquiries@ae.edu.au		

ACADEMIC INTEGRITY TEAM

Melbourne	Vacant	+61 3 9663 3399
Sydney	Dr Lamis Abuledba (Academic Integrity Officer)	+61 2 9252 5991
Sydney	Vacant (Academic Support Officer)	+61 2 9252 5991
Sydney	Dr Napak-on Sritrakarn (Academic Support Officer)	+61 2 9252 5991
Brisbane	Mr Ben Tomecek	b.tomecek@ae.edu.au
Perth	Dr Hasham Al Musawi (Academic Support Officer)	+61 8 6355 5919

Smoking or Vaping

Smoking or vaping directly in the front entrance of buildings or in other outside areas designated as smoke-free is prohibited as this can make it difficult and unpleasant for other people arriving on campus.

We ask you to respect campus grounds and the environment by putting cigarette butts and litter in the bin.

Anyone wishing to smoke must be at least 50 metres from campus grounds.

Lost property

Please do not leave valuables or personal items unattended in classrooms or elsewhere. AE will not take responsibility for damaged or lost property (including folders and books left in class after hours). If you do find misplaced property, please hand it to campus reception.

Keeping the Campus Tidy and Clean

Eating and drinking are restricted to the student common area. When you leave, please clean up after yourself and keep the common room clean and tidy.

Please ensure that when you leave a classroom you take all of your rubbish with you or place it in the bins provided and leave your chairs in tidy rows.

Transportation

We suggest that when possible, students arrange to car pool, catch public transport, walk or cycle to keep study costs down.

Your campus orientation will cover parking and bus stop locations.

None of the campuses provide onsite parking.

Public transport

If you plan on travelling by public transport, you can find out the best way to get to your campus by visiting the relative transport websites for your location.

Talk to your student services officer to find out how to apply for a student discount for public transport costs.



HELPFUL CONTACTS

MELBOURNE

Services	Contact Number
Police, Ambulance, Fire	000
National Security Hotline	1800 123 400
Victoria State Emergency Service	132 500
Interpreting Services	131 450
Poisons Information Centre (24hr advice on all exposures to poisons, medicines, plants, bites/stings)	13 11 26
Abortion Grief Counselling	1300 363 550
Centres Against Sexual Assault	1800 806 292
Direct Line (24hr telephone counselling, information, and referral)	1800 888 236
Gambler's Help	1800 156 789
Nurse-on-call (24hr health advice and information from a registered nurse)	1300 606 024
Pregnancy Help Line (Pregnancy options and alternatives to abortion)	1300 139 313
Suicide Help Line Victoria (24hr crisis intervention, support, and information)	1300 651 251
Disability Information and Support (9.00 am to 5.00pm, Monday to Friday)	1800 783 783
Royal Children's Hospital	9345 5522
St Vincent's Hospital (Melbourne)	9288 2211
The Royal Dental Hospital of Melbourne	93411000
The Royal Melbourne Hospital	9342 7000
The Royal Victorian Eye & Ear Hospital	9929 8666
The Royal Women's Hospital	9344 2000
Medical One (23 OV Terrace, 292 Swanston Street, Melbourne 3000)	8663 7000
Alcoholics Anonymous	94291833
North Melbourne Legal Service (504 Victoria Street, North Melbourne 3051)	9328 1885
Fitzroy Legal Service (124 Johnston Street, Fitzroy 3065)	9419 3744

SYDNEY

Services	Contact Number
Police, Ambulance, Fire	000
National Security Hotline	1800 123 400
New South Wales State Emergency Service	02 4251 6111
Interpreting Services	131 450
Poisons Information Centre (24hr advice on all exposures to poisons, medicines, plants, bites/stings)	13 11 26
Abortion Grief Counselling	1300 363 550
Centres Against Sexual Assault	1800 806 292
Direct Line (24hr telephone counselling, information, and referral)	1800 888 236
NSW Domestic Violence	1800 65 64 63
Sydney Rocks Police Station (132 George Street, The Rocks, Sydney 2000)	02 8220 6399
City of Sydney	02 9265 9333
Gambler's Help	1800 156 789
Nurse-on-call (24hr health advice and information from a registered nurse)	1300 606 024
Pregnancy Help Line (Pregnancy options and alternatives to abortion)	1300 139 313
Sydney Hospital (8 Macquarie Street, Sydney)	02 93827111
St Vincent's Hospital Sydney (390 Victoria Street, Darlinghurst NSW 2010)	02 8382 1111
Sydney Children's Hospital (High St, Randwick NSW 2031)	02 9382 1111
Royal Hospital for Women (Barker St, Randwick NSW 2031)	02 9382 6111
Law Access	1300 888 529
Wollongong Legal Aid Office	02 4228 8299
Illawarra Legal Centre	02 4276 1939



HELPFUL CONTACTS

PERTH

Services	Contact Number
Police, Ambulance, Fire	000
National Security Hotline	1800 123 400
Western Australia State Emergency Service	132 500
Interpreting Services	131 450
Poisons Information Centre (24hr advice on all exposures to poisons, medicines, plants, bites/stings)	13 11 26
Mental Health Emergencies	1300 555 788
Centres Against Sexual Assault	1800 806 292
Direct Line (24hr telephone counselling, information, and referral)	1800 888 236
Crisis Care	08 9223 1111
The Samaritans Careline	13 52 47
City of Perth	08 9461 3333
WA Police Assistance	131 444
Family Drug Support	1300 368 186
Nurse-on-call (24hr health advice and information from a registered nurse)	1300 606 024
Pregnancy Help Line (Pregnancy options and alternatives to abortion)	1300 139 313
Royal Perth Hospital (197 Wellington St, Perth WA 6000)	08 9224 2244
Princess Margaret Hospital for Children (Roberts Rd, Subiaco WA 6008)	08 9340 8222
King Edward Memorial Hospital for Women (374 Bagot Rd, Subiaco WA 6008)	08 6458 2222
Perth After Hours Medical Service (44B Salvado Rd, Wembley WA 6014)	1300 000 362
WA Law Access	08 9324 8600
Legal Aid WA	1300 650 579

BRISBANE

Services	Contact Number
Police, Fire and Ambulance	Triple Zero (000)
National Security Hotline	1800 123 400
State Emergency Service (SES) for flood and storm emergency assistance	132 500
Poisons helpline	13 11 26
Abortion Grief Counselling	1300 363 550
Centres Against Sexual Assault	1800 806 292
Direct Line (24 telephone counselling, information, and referral)	1800 888 236
13HEALTH	13 432 584
Policelink (general enquiries)	13 14 44
Road traffic and travel information	13 19 40
Lifeline	13 11 14
Tsunami warning	1300 878 6264
Translating and Interpreting Service 24/7	13 14 50



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