ACKNOWLEDGE
EDUCATION

Higher Education

Student Handbook
2026

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SECTION 1: WELCOME AND INTRODUCTION

Welcome to **Acknowledge Education** *and congratulations on taking this next step in your higher education journey.*

Choosing to study is a meaningful commitment and we recognise the effort, ambition and purpose that brings each of you here. Our higher education programs are designed to do more than deliver content. They are built to help you develop practical capability, critical thinking and the confidence to apply what you learn in real world settings.

Acknowledge Education began as an English language school in Victoria. Today, we are a national, multi-sector education provider, delivering community services programs across campuses in Melbourne, Sydney, Perth, Brisbane and Adelaide. While our footprint has grown, our focus remains clear: to deliver relevant courses, high quality teaching and outcomes that matter to students and the communities they serve.

At Acknowledge Education, you are part of a learning community. You will be supported by experienced lecturers who bring both academic and industry insight, alongside student support teams who are committed to your wellbeing and success. We take that responsibility seriously and aim to create an environment where you are supported to succeed, challenged to grow and equipped for what comes next.

I wish you every success as you begin your studies with us and I look forward to seeing the impact you will make through your learning and future work.

Craig Jones

Chief Executive Officer

HISTORY AND MISSION

AE has been a cornerstone of Australian education since 1883. Originally established by Sydney Stott to provide specialist business training, AE has grown from introducing typewriters to Australia's workforce to becoming a dynamic, multi-sector education provider. With more than 140 years of continuous innovation, AE has

demonstrated resilience, adaptability and a commitment to meeting the evolving needs of students and industry alike.

Our mission is simple yet powerful:

"Equipping students to achieve their goals through quality education."

At AE, education is more than just academic achievement, it's about empowering individuals to grow professionally, personally and socially.

VISION, PURPOSE AND VALUES

At the heart of AE's operations is a clear vision to foster empowerment through education, ensuring every student is prepared not only for their chosen career but also to contribute meaningfully to society.
We adopt a holistic approach, supporting academic, personal and social development. Our programs are designed to produce career-ready graduates by blending theoretical knowledge with practical skills and real-world experience.

OUR CORE VALUE

AE's values guide every interaction, decision and course we offer:

Accountability	*We take ownership of our actions, ensuring alignment with our mission to support student success.*
Agility and Innovation	*We embrace change and continuously improve to meet student and industry needs.*
Collaboration	*Leveraging collective expertise to maximise educational impact.*
Integrity	*Acting with honesty and consistency to build trust with students, staff and partners.*
Student-Centric	*Students are at the heart of everything we do, with a focus on their success and wellbeing.*
Inclusivity	*We celebrate diversity and ensure every student feels heard, valued and respected.* *These values are embedded across all aspects of student life, ensuring that your experience at AE is supportive, engaging and aligned with real-world expectations.*

CAMPUS AND NATIONAL PRESENCE

AE has established a strong national presence, with campuses located in:

- *Melbourne (Head Office)*
- *Sydney*
- *Brisbane*
- *Perth*
- *Adelaide*

Each campus is designed to provide a welcoming, inclusive environment, equipped with modern facilities, including spacious classrooms, libraries, student lounges and dedicated support services. Whether you are studying in the heart of Melbourne's CBD or on campus in Perth, you'll experience AE's commitment to quality education and community.

Our expansion reflects AE's ability to adapt and grow, ensuring students across Australia have access to industry-relevant programs and a supportive learning environment.

AE'S COMMITMENT TO STUDENTS

At AE, we believe education extends beyond the classroom. Our commitment is to provide:

Industry Aligned Courses	*Programs designed with direct input from industry to ensure relevance and employability.*
Flexible, Real-World Learning	*A blend of face-to-face, online and experiential learning to prepare you for your career.*
Supportive Community	*From academic support to wellbeing services, AE fosters an environment where students feel safe, included and empowered.*
Career Pathways	*Clear progression opportunities, including work placements, career guidance and pathways to further study.*
Lifelong Engagement	*AE's relationship with students doesn't end at graduation. Through alumni networks and continuous professional development, we remain part of your journey.*

In line with our Strategic Priorities, AE is focused on sustainable growth, empowering students and staff, exceeding compliance standards and supporting lifelong engagement. Every initiative, from improving facilities to enhancing student services, is designed to improve your experience and outcomes.

At AE, your success is our success we are here to support you in achieving your academic, professional and personal goals.

SECTION 2: GETTING STARTED AT AE

Welcome Day/ Orientation

Purpose and Importance

Starting your journey at AE is an exciting milestone and our Orientation Program is designed to ensure you begin with confidence, clarity and connection. Whether you are new to Higher Education, returning to study or adjusting to life in Australia, orientation is your essential first step.

At AE, we believe that a well-informed student is a successful student. Orientation introduces you to the people, systems and support services that will guide you throughout your studies. It's more than just a welcome; you will gain the knowledge and tools to navigate your academic responsibilities, access support and become part of the AE community.

Attendance at orientation is compulsory because it provides critical information about your course, expectations on students and how to make the most of your time at AE.

When is Welcome Day/ Orientation Held?

Orientation is scheduled in **Week 0***, the week before classes commence each trimester. You will receive an invitation with the date, time and location (or online access details) once your enrolment is confirmed.*

Specific dates may vary by campus and course, so always check your email for updates.

Key Activities and What to Expect

During orientation, you will participate in activities designed to familiarise you with AE's learning environment, resources and support networks.

You can expect:

Welcome Session	*Meet key staff, including your Course Coordinator, Academic Support Officers and Student Services team.*
Course Overview	*Learn about the academic integrity and progression requirements.*
Learning Platforms and Systems	*Get acquainted with Moodle, the Student Portal and other essential tools.*
Support Services Introduction	*Receive an overview of academic support, wellbeing services, counselling and more.*
Campus Tour	*Get a guided tour of the campus so you are familiar with your learning environment.*
Health, Safety and Wellbeing Briefing	*Learn about campus safety procedures and personal wellbeing resources.*
Living and Working in Australia (for international students)	*Understand work rights, local services and relevant legal services relating to accommodation or employment.*
Social Connection Opportunities	*Meet fellow students, join groups and engage in student life.*

You'll also receive important documents, such as this Student Handbook, your timetable and contact details for key staff.

Missed Orientation Process

If you cannot attend your scheduled orientation session due to late enrolment or other unforeseen circumstances, AE provides an **Online Orientation Program** *to ensure you're prepared before starting classes.*

What to do if you miss orientation

1. *Notify Student Services Immediately*
   Email: studentservices@ae.edu.au to inform us and request online orientation access.
2. *Complete the Online Orientation Modules*
   Access provided via Moodle. Completion is required before attending classes.
3. *Attend a Follow-Up Session (if needed)*
   Some courses may require a brief check in with your Course Coordinator or Student Services Officer.

Failure to complete orientation may affect your ability to access AE systems, understand course expectations or connect with support services.

Orientation FAQ

Do I have to attend orientation if I've studied at AE before?	*Yes. Even if you've previously studied with AE, each course and trimester may have updated information relevant to your new program.*
What should I bring to orientation?	• *A copy of your Confirmation of Enrolment (CoE)* • *Photo identification* • *Your Unique Student Identifier (USI)* • *A notepad or device for taking notes* • *Any questions you have about your course or student life!*
Will I receive my timetable during orientation?	*Your timetable will be available once your student account has been created, you'll be able to view it by logging into the Student Portal. During orientation, we will show you how to access the portal and log in for the first time.*
What if I'm an online student?	*Online students will receive an invitation to attend a virtual orientation session and will also be enrolled in the Online Orientation Program via Moodle.*
Who do I contact if I have questions after orientation?	*Your first point of contact is Student Services or your Course Coordinator. You can also reach out to the Academic Support team or check the Student Hub for announcements and resources.*

Student ID Cards

Your Student ID Card is an important part of your life at AE. It identifies you as a current student and gives you access to a range of facilities and services, including:

- *Campus buildings and classrooms (where applicable)*
- *Library resources, including borrowing books*
- *Printing and photocopying services*
- *Student discounts at participating retailers and public transport (where eligible).*

You will receive your Student ID Card within your first week of classes. If you enrol late, you can collect your card from Student Services on your campus.

Lost or Damaged Cards

If your card is lost or damaged, contact Student Services immediately. A replacement fee is $10.
Important: *Always carry your Student ID Card when on campus or attending placement activities, as you may be asked to present it for identification.*

Personal Details and Communication

Effective communication is key to your success at AE. Throughout your studies, we will contact you with important information about:

- *Course updates and announcements*
- *Timetables and class changes*
- *Assessment deadlines and results*
- *Support services and workshops*
- *Policy updates and compliance requirements*
- *Events, opportunities and important dates.*

To ensure you don't miss critical information, it is your responsibility to keep your personal details up to date and to regularly check your AE emails and Moodle sites.

Keeping Contact Information Updated

AE must always have your current contact details on file, including:

- *Residential address*
- *Email address*
- *Phone number*
- *Emergency contact details.*

If any of your details change during your enrolment, you must update them within five business days on your student portal. This is especially important for international students, as it is a condition of your visa.

How to Update Your Details

- *Log in to the Student Portal or*
- *Visit Student Services at your campus or*
- *Email: studentservices@ae.edu.au*

Failure to update your contact details may result in missed communications, which could affect your enrolment, assessment submissions or visa status.

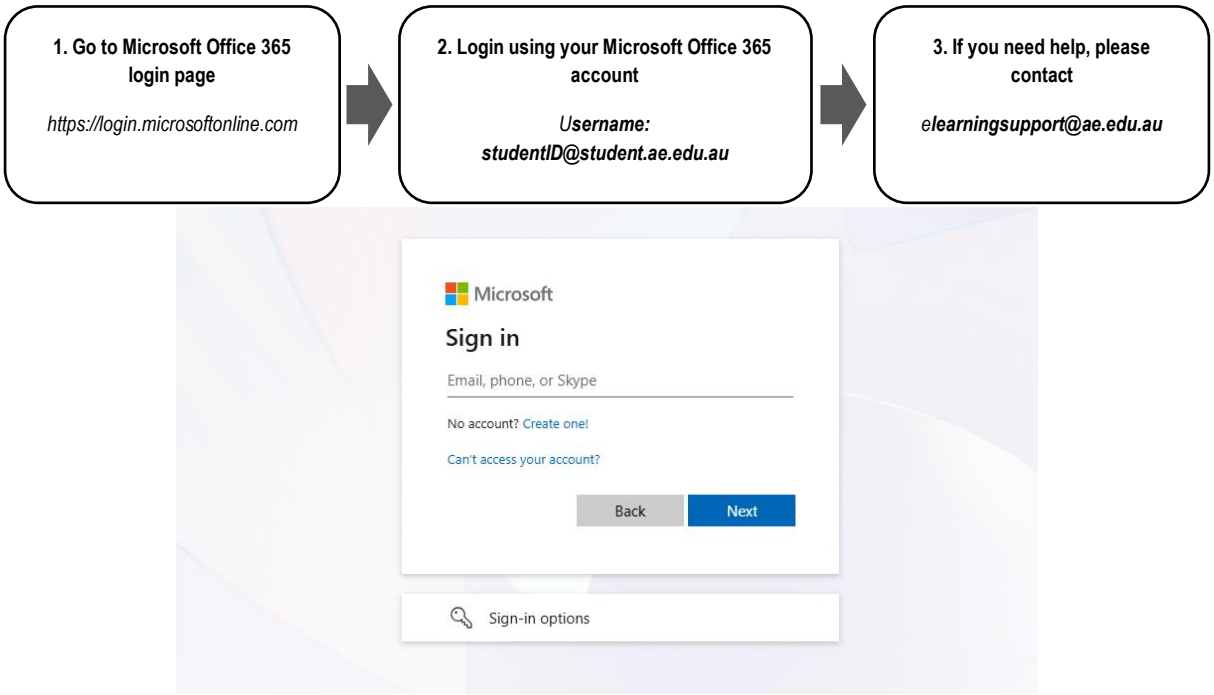
Using your AE Email and Moodle

Once you attend orientation, you will be provided with an official AE email address and access to Moodle, AE's Learning Management System (LMS).

Your AE Email

Your AE email is the primary channel through which we communicate with you. All official correspondence including assessment notifications, policy updates and support services will be sent to this address.

- *Check your AE email daily.*
- *If you prefer, you can forward your AE emails to your personal email account, but you remain responsible for receiving all communications.*



If you experience problems accessing your email, contact elearningsupport@ae.edu.au

Moodle

Moodle is where you:

- *Access your unit materials and learning resources*
- *Submit assessments*
- *Participate in online discussions and forums*
- *Track your grades and feedback*
- *Receive course announcements.*

You will receive your Moodle login details during orientation or via email before classes start.

Access Moodle here*: https://www.acknowledgeeducation.edu.au/moodle*

It is essential that you log in regularly to stay updated on your coursework and deadlines. Non-engagement with Moodle may be recorded as non-participation in your course.
If you have trouble logging in, contact elearningsupport@ae.edu.au for assistance.

SECTION 3: STUDENT RIGHTS, RESPONSIBILITIES AND CONDUCT

Student Code of Conduct

At AE, we are committed to fostering an inclusive, respectful and empowering learning environment. This Code of Conduct sets out the expectations for student behaviour, aligning with AE's values of integrity, inclusivity, student centredness and accountability. It ensures that all students contribute to a safe and supportive academic community.

Purpose

The Student Code of Conduct aims to:

- *Promote ethical and respectful behaviour.*
- *Support academic integrity and compliance.*
- *Foster a culture of psychological safety, inclusion and diversity.*
- *Safeguard the rights and responsibilities of students and staff.*

Core Expectations

As a student at AE, you are expected to:

- *Act with integrity: Submit your own work, avoid plagiarism and respect academic processes.*
- *Respect others: Treat all members of the community with dignity, fairness and courtesy, regardless of background, identity or belief system.*
- *Engage responsibly: Participate actively in your learning, follow course requirements and contribute positively to group and class environments.*
- *Maintain safety and wellbeing: Avoid behaviour that threatens the safety, wellbeing or psychological safety of others.*
- *Uphold AE's reputation: Represent the institution positively, both on and off campus, including online.*

Unacceptable Conduct

The following behaviours are not permitted and may result in disciplinary action:

- *Academic misconduct (e.g., plagiarism, cheating, contract cheating).*
- *Harassment, bullying or discrimination.*
- *Disruption of teaching, learning or administrative activities.*
- *Falsification of records or information.*
- *Breaches of confidentiality or misuse of institutional resources.*
- *Non-compliance with placement and safety protocols.*

Support and Reporting

AE encourages students to seek support and report concerns. Students may be accompanied by a support person, a trusted peer, staff member or nominated advocate, during any meetings relating to conduct. The role of the support person is to provide emotional and procedural support; they may not speak on the student's behalf unless explicitly invited to do so.

Disciplinary Process

Alleged breaches of the Code are investigated fairly and confidentially. The process includes:

- *Initial review: A designated staff member reviews the matter and gathers relevant information.*
- *Formal discussion: The student is invited to respond to the allegation in a meeting.*
- *Outcome: Outcomes may range from a warning to suspension or exclusion, depending on the severity of the breach.*
- *Documentation: All incidents are documented in the student record system and stored in accordance with AE's Privacy and Records Management policies.*
- *Appeals: Students may request a review of decisions through AE's formal appeals process.*

Use of Resources and Digital Etiquette

As a student at AE, you are provided with access to a wide range of resources, both physical and digital, to support your learning. These resources are provided for educational and professional purposes. Using AE's facilities, technology and network is a privilege, not a right and must be exercised responsibly in line with AE's policies, particularly the ICT Acceptable Use Policy.

Using AE Resources Responsibly

You will have access to:

- *Computer labs (depending on campus) and Wi-Fi*
- *Moodle (Learning Management System)*
- *Your AE email and Microsoft 365*
- *Library resources and online databases*
- *Printing and photocopying services*
- *Specialist software and equipment (where applicable).*

When using these resources, you must:

- *Use AE's network (AENet) for study related activities only.*
- *Avoid downloading or storing inappropriate content, such as games, music, videos or software unrelated to your course.*
- *Respect copyright laws, this includes avoiding illegal downloads, software piracy or participating in file sharing platforms.*
- *Never engage in hacking, spreading viruses or attempting to access restricted data, such actions are illegal and strictly prohibited.*
- *Do not use AE's network to purchase products or services online.*
- *Ensure your use of computer or phone does not disrupt others.*
- *Always log in with your own credentials. Using someone else's account is not permitted.*
- *Misuse of AE's IT resources may result in disciplinary action including suspension of access rights.*

Network and Digital Etiquette

AE expects students to show proper digital conduct when using email, Moodle, online forums or any part of AE's online communication platforms. The following principles apply:

- **Be Polite and Professional**
  Communicate respectfully in all online interactions, whether emailing staff, participating in forums or collaborating with peers.

- **Use Appropriate Language**
  Avoid offensive, vulgar or abusive language. Harassment, bullying or any form of intimidation online will not be tolerated.
- **Protect Privacy**
  Never share your own or others personal information (e.g., phone numbers, addresses) over email or online platforms.
- **Understand that Your AE Email is Not Private**
  AE administrators may access email systems if required; do not use AE email for illegal activities or personal business.
- **Stay On Task in Digital Environments**
  Use Moodle, email and internet access for learning purposes; avoid non-academic browsing during class or on AE devices.
- **No Harassment or Inappropriate Content**
  Do not post or send obscene images, spam or messages that could be considered harassment; such behaviour is a breach of both AE policy and may violate Australian law.

Key Reminders from AE's ICT Acceptable Use Policy

- **Illegal Activities**
  Any attempt to damage hardware/software, hack systems or spread malicious software is a criminal offence.
- **Copyright Compliance**
  Treat online content as you would print materials. Always acknowledge sources and avoid plagiarism or illegal downloads.
- **Inappropriate Use**
  Games, music, videos and unrelated software must not be downloaded, stored or played using AE computers or the AE network.
- **Network Integrity**
  Your actions must not disrupt the network or interfere with others ability to study.

Consequences of Misuse

Breaches of AE's ICT Acceptable Use Policy or failure to follow digital etiquette may lead to:

- *Suspension or termination of IT access (including internet and Moodle)*
- *Disciplinary action under the Student Code of Conduct*
- *Referral to external authorities if illegal activity is involved.*

If you are unsure whether something is appropriate, always ask before acting. For further details, refer to AE's full ICT Acceptable Use Policy available via Moodle or from Student Services.

Complaints and Appeals

AE is committed to providing a supportive, fair and transparent environment where students feel safe to raise concerns. We understand that sometimes difficulties may arise regarding academic decisions, administrative processes or personal experiences. AE offers a clear Complaints and Appeals process to ensure that your concerns are heard and addressed promptly and respectfully.

What is a Complaint or an Appeal?

- *A complaint is when you express dissatisfaction about a service, decision or experience at AE.*
  This could relate to teaching, facilities, administration or interactions with staff or other students.

- *An appeal is a request to review a decision already made by Acknowledge Education. It is not a continuation of a complaint.*
- *You may appeal if the decision lacked due consideration of relevant facts or evidence, involved bias or a conflict of interest or was affected by a significant policy or procedural error.*
- *Some decisions may be appealed directly including Intention to Report letters, misconduct penalties, final assessment or grade outcomes after the required remark or resit process and suspension, deferral or cancellation of enrolment.*
- *Appeals must be submitted within 20 working days of the decision and include supporting evidence and the outcome you are seeking.*

How to Raise a Complaint or Appeal

1. **Stage 1: Informal Resolution**

   You are encouraged to first discuss your concern with the relevant staff member (e.g., lecturer, Course Coordinator, Student Services Officer, Campus Operations Manager or Head of School for VCE students). Many issues can be resolved at this stage without making a formal complaint.

- **Academic** *(Teaching, Learning, Assessment, Results, Academic Integrity): Lecturer, Teacher, Trainer, Course Coordinator, Dean, Head of School*
- **Student Progress***: studentprogress@ae.edu.au*
- **Placement***: placement@ae.edu.au*
- **Enrolment and Administration***: registrar@ae.edu.au*
- **Financial***: studentservices@ae.edu.au*
- **Other***: studentservices@ae.edu.au*

   Important exceptions

   Matters involving child safety, child abuse, Sexual Assault or Sexual Harassment (SASH), Gender-Based Violence (GBV), serious misconduct or risk of harm must not be handled through informal discussion and must be reported immediately through the appropriate process.

2. **Stage 2: Formal Complaint**

   If your concern is not resolved through Stage 1 or informal resolution is not suitable, you may submit a formal complaint (Stage 2) using this form. Include clear details of your complaint and any steps already taken to resolve it. Complaints that lack substance or supporting evidence may be rejected.

   If the issue isn't resolved informally or if informal resolution is not appropriate, you can submit a formal complaint or appeal:

   a. *Complete the relevant online form available through the AE student portal or request assistance from Student Services.*
   b. *Clearly outline the issue, including any supporting evidence.*
   c. *You have the right to request a translator or interpreter if needed and you may bring a support person (not a legal representative) to any meetings.*

3. **Stage 3: Appeal**

   A Stage 3 Appeal is a process where a student disputes:

a. *The outcome of a Stage 2 Formal Complaint, or*
b. *Notice of Intent to Report (ITR), or an unsuccessful application for; refund, leave of absence, provider transfer or credit & RPL.*

External Review

If internal processes do not resolve the issue, AE will inform you of your right to take the matter to an external body, such as the National Student Ombudsman (domestic and international students) or Commonwealth Ombudsman (international students only), Equal Opportunity and Human Rights Commission or Consumer Affairs.

Important Points to Remember

- **No Cost:** *There is no charge for lodging a complaint or appeal within AE.*
- **Safety and Support:** *You will not face discrimination or victimisation for raising a concern.*
- **Timely Resolution:** *AE is committed to resolving matters as quickly as possible.*
- **Confidentiality:** *All complaints and appeals are handled with strict confidentiality.*
- **Right to Continue Studies:** *You may continue attending classes while your complaint or appeal is being processed, unless health or safety concerns require otherwise.*

Need Help?

If you are unsure how to proceed, Student Services can guide you through the process. You are also free to access independent advice and support from outside AE at any stage.
For full details, refer to the **Complaints and Appeals Policy** *available on the AE website or contact* **studentcomplaints@ae.edu.au**

SECTION 4: SUPPORT SERVICES

Academic Support Services and Academic Integrity at AE

At AE, we are committed to fostering a supportive learning environment where students can thrive academically while upholding the highest standards of integrity. Our dedicated Academic Integrity Team work together to ensure you have the guidance, resources and oversight needed for success.

Academic Integrity and Referencing Module

As part of your course requirements, you must complete the Academic Integrity and Referencing Module. The content will strengthen your understanding of academic integrity, how to avoid academic misconduct, how to paraphrase and reference correctly and how to use artificial intelligence responsibly. The module is available on Moodle.

Academic Support Services

Each AE campus hosts Academic Support Officers (ASOs) who are here to help you develop the essential skills required for academic success. Whether you're adjusting to academic life in Australia, returning to study or aiming to refine your academic abilities, our ASOs provide personalised support across a wide range of areas, including:

- *Academic English Communication: Assistance with understanding academic language, sentence structure, grammar and clarity in written expression.*
- *Essay and Report Writing: Guidance on structuring arguments, developing coherent paragraphs and meeting academic conventions.*
- *Referencing and Citation: Help with correctly using referencing styles such as APA, avoiding plagiarism through proper acknowledgment of sources.*
- *Research Skills: Support in finding credible academic sources, critical reading and synthesising information.*
- *Presentation Skills: Coaching on how to effectively deliver oral presentations, including structure, visual aids and public speaking confidence.*
- *Understanding Assessment Tasks: Clarifying assessment instructions, expectations and how to meet marking rubrics.*
- *Time Management and Study Strategies: Techniques to manage workload, plan assessments and prepare for exams.*
- *Workshops and Resources: Regular free workshops on topics such as academic integrity, paraphrasing, critical thinking and using digital tools responsibly.*
- *Ethical Use of Gen AI: Techniques for verifying, editing and integrating AI-generated text ethically,* Citing and declaring GenAI use appropriately

Our ASOs are approachable and experienced in supporting students from diverse backgrounds, including those for whom English is an additional language. You are encouraged to seek their assistance early and often throughout your studies.

Trainer Support

Your Trainers are your first point of contact for questions about unit content, assessment requirements and subject-specific guidance. They are available during class time and consultation hours to help you understand course material, clarify assessment expectations and provide feedback on your progress. If you need support beyond what's covered in class, your Trainer can refer you to an Academic Support Officer or other relevant support service.

Academic Integrity Officers

Academic integrity is central to AE's commitment to academic excellence, ethical scholarship and fairness. AE has an Academic Integrity Team led by the Team Leader of Academic Integrity with Academic Integrity Officers (AIOs) and ASOs on each campus to manage and promote integrity across all academic activities:

- *Academic Support Officers (ASOs) proactively strengthen student learning by providing targeted academic skills support across workshops, consultations, and tailored learning interventions.*
- *Academic Integrity Officers (AIOs) are responsible for reviewing serious breaches (Tier 3), such as cheating, contract cheating falsification and fabrication. They assess cases, determine outcomes and ensure that responses are fair, transparent and aligned with AE's policies.*

Breaches of academic integrity are classified into three tiers

Tier 1 – Minor Breach: Examples include Unsatisfactory Referencing, Minor Paraphrasing Issues, Low Level of Plagiarism, Misuse of digital technology. These are usually addressed by your faculty with advice to meet with an ASO.

Tier 2 – Moderate Breach: Includes significant Referencing Issues, weak paraphrasing, collusion, self-plagiarism, and tier 1 repeat offenders. These cases are referred to a Course Coordinator for investigation and resolution.

Tier 3 – Academic Misconduct: Serious breaches such as cheating, fabrication, falsification, contract cheating, or repeated offenders. These are escalated to an AIO and may result in penalties, including grade reduction, failure of a unit or in extreme cases, expulsion.

AE provides clear guidelines, training and resources to help you understand what constitutes academic misconduct and how to avoid it. You are encouraged to:

- *Always acknowledge the work of others.*
- *Use digital tools ethically. AI platforms can assist with idea generation but must not be used to produce assessment content.*
- *Seek help from ASOs if unsure about referencing or academic writing.*
- *Participate in academic integrity workshops.*
- *Complete the mandatory Academic Integrity Module*

Remember, maintaining academic integrity is not just about avoiding penalties, it's about building skills, credibility and professional ethics that will serve you throughout your career.

For more detailed information, refer to AE's Fostering Academic Integrity Policy and Procedure, available via Moodle or by contacting your campus Academic Support Officer.

If you have questions or concerns about academic integrity or need academic support, don't hesitate to reach out, we're here to help you succeed the right way.

Student Support and Wellbeing

Student Experience

The Student Experience Team supports students to feel connected, engaged and supported throughout their studies at Acknowledge Education. The team focuses on promoting student wellbeing and creating opportunities for engagement through events, activities and campus initiatives. They provide support for students who may be feeling stressed, overwhelmed or unsure where to seek help and act as a friendly first point of contact when students need guidance or wellbeing support. The team also helps students connect with the wider AE community and other support services, ensuring students feel informed, included and supported during their time at AE.

Counselling Services (ACS)

AE partners with the Australian Counselling Service (ACS) to offer free and confidential counselling to all students. If you're experiencing stress, anxiety, personal difficulties or just need someone to talk to, professional counsellors are available.

To book a session, please book your appointment at ACS Counselling Client Booking or alternatively, you can complete a registration form at Acknowledge Education

Alternatively, you can contact them by calling 1300 374 033 or by emailing info@acscounselling.com.au, remember to mention that you're an AE student for free access.

Student Services Officers (SSOs)

Your first point of contact for any questions or assistance are our Student Services Officers. SSOs are available on every campus and online, providing guidance on a wide range of academic and administrative processes. Whether you need help with enrolment, timetables, assessment submissions, academic policies or general forms, the SSOs are here to ensure you can navigate AE's systems with ease. They also connect you to other support services, making sure you always know where to turn when you need assistance.

For quick queries, Live Chat on Moodle offers a fast way to get in touch without needing to submit a form or wait for an email response. They also connect you to other support services, making sure you always know where to turn when you need assistance.

Student Services Enquiry Response Times

The standard response time for Student Services enquiries is within five (5) business days.

Our team aims to acknowledge and respond to all student enquiries within 24–48 hours wherever possible. However, during peak periods such as Orientation, Re-enrolment and Graduation, response times may extend to up to five (5) business days due to the higher volume of enquiries. Please rest assured that we are committed to resolving all enquiries as quickly as possible. If students require urgent assistance or have a matter that cannot wait, our Student Services team is available on campus to provide immediate support during campus operating hours, form 8:30am to 5:00pm Monday to Friday.

Student Progress

The Student Progress Team supports students to stay on track and successfully complete their course at Acknowledge Education. The team monitors study progress and provides guidance to students experiencing difficulties with attendance, assessments or course requirements. They also assist with course variations (CoE extensions) and work with students identified as at risk, offering practical support to help students meet requirements and achieve successful outcomes.

Placement Officers

For students undertaking fieldwork or professional placements, Placement Officers provide dedicated support with all placements related administrative processes. They assist with documentation, compliance requirements and can answer any questions about your placement journey. From preparing for your placement to liaising with host organisations, they help ensure your practical experience runs smoothly.

Campus Operations Managers

Each AE campus is led by a Campus Operations Manager, responsible for day-to-day operations and for ensuring a safe, welcoming and supportive environment for all students. Campus Operations Managers can assist with campus specific concerns, facilities, safety matters and general enquiries about your study experience. They work closely with student services teams to address any issues affecting your time on campus.

Learning Resource Specialist

To support your academic success, AE provides access to a dedicated Learning Resource Specialist, available online to assist you in locating and navigating learning materials, digital resources and research databases. Whether you need help finding academic articles, using referencing tools or accessing online library services, the Learning Resource Specialist is here to guide you through AE's learning platforms and ensure you have the resources needed for your assessments and research tasks.

eLearning Support Officers

The eLearning Support Officer is here to help you navigate your online learning environment. They provide technical support for accessing and using the Learning Management System (Moodle), assist with login or assessment submission issues and help ensure you can access your learning resources smoothly. If you're having trouble with any online tools or platforms used in your course, the eLearning Support Officer is your first point of contact.

Preventing and Responding to Gender-based Violence, Sexual Assault and Sexual Harassment (GBV and SASH)

AE has a zero-tolerance approach to all forms of gender-based violence, including sexual assault and sexual harassment (SASH). In line with the National Higher Education Code to Prevent and Respond to Gender-based Violence (2025), AE is committed to providing a safe, respectful, and inclusive environment for all members of the community. If you experience or witness GBV or SASH, confidential support is available through Campus SASH Support Persons and the National SASH Case Manager. You may make confidential disclosures or formal reports and access support services without fear of academic or professional disadvantage. Your safety, dignity and wellbeing are our highest priority.

Zero Tolerance for Misconduct

AE upholds a zero-tolerance approach to bullying, harassment, discrimination, and any form of intimidation. Psychological safety is fundamental to our learning community, and behaviours that undermine others will be addressed in accordance with the Student Code of Conduct.

Inclusivity and Accessibility

At AE, inclusivity is at the heart of everything we do. We are committed to creating an environment where every student, regardless of disability, health condition, cultural background or personal circumstances has equal access to education and the opportunity to succeed.

Our Commitment to Equity and Access

AE fosters a culture of respect, diversity and understanding. Whether you require adjustments due to a disability, are managing long term health issues or face unforeseen life challenges, AE has processes in place to ensure you are supported without compromising academic standards.

Reasonable Adjustments

If you have a disability, medical condition or learning need, you may be eligible for reasonable adjustments. These can include:

- *Extended time for assessments.*
- *Alternative formats for learning materials.*
- *Flexible attendance or participation requirements.*
- *Use of assistive technologies.*

How to Request Support

1. **Disclosure***: Sharing your needs is voluntary but necessary for AE to provide adjustments.*
2. **Contact***: Speak to a Student Services Officer or an Academic Support Officer.*
3. **Documentation***: Provide relevant medical or professional evidence to support your request.*
4. **Plan***: Work with AE to develop an ILP or connect with the Student Progress Team for ongoing support where appropriate.*

All information is confidential and used solely to support your educational experience

Accessibility in Learning and Facilities

- *Physical Access: All AE campuses include accessible facilities such as ramps, lifts and accessible toilets.*
- *Digital Access: AE's online platforms comply with accessibility standards and offer utilities such as screen readers, voice recognition and closed captioning.*
- *Universal Design for Learning: AE provides content in multiple formats (text, audio, video) and offers flexible methods for demonstrating learning.*

Student Rights

- *To study in an inclusive and respectful environment.*
- *To access reasonable adjustments without academic disadvantage.*
- *To be supported through formal processes like Special Consideration or ILPs.*

For further assistance, contact studentservices@ae.edu.au.

Campus Safety and Security

The safety and wellbeing of our students, staff and visitors is a top priority. We are committed to providing a secure, inclusive and supportive environment across all campuses, ensuring that every member of our community feels safe and respected.

Safe and Secure Campuses

AE campuses are located in safe, urban areas and are designed to foster a welcoming and secure atmosphere. Our facilities are maintained to high standards, with regular safety checks and clear protocols to address any risks. We encourage students to familiarise themselves with campus layouts, including emergency exits and assembly points.

Personal Responsibility and Community Care

Safety is a shared responsibility. Students are expected to behave in ways that promote a respectful and secure environment for everyone. This includes:

- *Respecting the facilities and others' property and personal space.*
- *Following all health, safety and hygiene protocols.*
- *Using AE resources including digital platforms, responsibly and ethically.*
- *Refraining from behaviours that could disrupt learning or compromise the safety and wellbeing of others, in line with AE's Student Code of Conduct.*

Emergency Procedures

Each campus has clear emergency procedures in place. In the event of an emergency, students must follow instructions from staff and any posted guidelines. Evacuation maps are displayed throughout campuses and regular drills are conducted to ensure everyone is prepared.

If you witness or experience an incident that threatens safety, report it immediately to your campus manager.

Support Services

AE is committed to both physical and psychological safety. If you feel unsafe, whether due to environmental factors, interactions with others or personal wellbeing concerns, support is available:

- **Student Services Officers (SSOs):** *Your first point of contact for any concerns.*
- **Campus Operations Managers:** *Available on each campus to assist with operational or safety related issues.*

In Case of Emergency

- *Contact campus staff immediately. See each campus contact details here: Course: Student Hub | Moodle - Acknowledge Education*
- *For serious emergencies, call* **000** *(Police, Fire, Ambulance).*

Staying Informed

All students should regularly check their AE email and Moodle announcements for updates regarding campus safety, including any changes to procedures or alerts.

For non-urgent safety concerns or suggestions to improve campus security, students are encouraged to speak with their SSO or Campus Operations Manager.

Your safety is our priority. By working together, we can ensure AE remains a secure, respectful, and supportive place to study and grow.

Financial Hardship Assistance

AE understands that students may encounter temporary extreme financial hardship due to unforeseen personal, medical or family circumstances. To support students during such times, AE offers the option to negotiate a payment plan for tuition fees.

Payment Plans

If you are experiencing genuine short-term financial difficulty, you may request a customised payment arrangement to help you continue your studies without interruption.

How to Apply

1. *Contact* **Student Services** *as early as possible.*
2. *Submit evidence of financial hardship (e.g., medical certificates, proof of income loss or crisis documentation).*
3. *If approved, AE will formalise a payment schedule tailored to your situation.*

Note: *Payment plans are designed for short-term relief and must be adhered to. Failure to comply with the agreed terms may result in administrative penalties including restrictions on enrolment or access to results.*

This support is assessed on a case-by-case basis, ensuring fairness.

For more information, or to discuss your circumstances confidentially, contact Student Services or email: studentservices@ae.edu.au.

SECTION 5: FACILITIES AND LEARNING RESOURCES

AE is committed to providing students with modern, accessible and supportive environments that support learning, collaboration and personal growth. Whether you're studying on-campus or online, AE ensures you have access to the resources and facilities needed to succeed.

Campus Facilities

AE campuses are designed to create a welcoming and inclusive atmosphere. Each campus offers:

- **Classrooms** *equipped with contemporary learning technologies to enhance interactive and practical learning experiences.*
- **Student Lounges** *where you can relax, collaborate with peers or take a well-deserved break between classes.*
- **Kitchen Facilities**, *providing basic amenities such as microwaves, fridges and seating areas for student use.*
- **Prayer Rooms**, *available to support the diverse spiritual needs of our student community, reflecting AE's commitment to inclusivity and respect for all cultures and beliefs.*

Library Resources

We are committed to supporting your academic success by providing access to a wide range of learning resources, both online and on campus.

Online Library Access	*Our digital library is available 24/7, giving you the flexibility to study when and where it suits you. Through platforms such as ProQuest Ebook Central, ProQuest Sociology Collection, EBSCOhost and Trove, you can access thousands of academic eBooks, journals and research articles. These resources are especially useful for completing assignments and expanding your understanding of key topics in your course.* **Note: Under each discipline, there are sections titled *Additional Materials* and *General Resources*, which list a number of resources related to the respective discipline.**
ProQuest Ebook Central	*Offers access to many of your prescribed texts. You can read them online without a login. If prompted, use:* *Username: AEstudent2* *Password: Library@2025* *ProQuest also allows you to download books as a short-term loan. Books that can be borrowed for 24 hours will automatically expire at the end of the loan period.*
ProQuest Sociology Collection	*Ideal for students in the Bachelor of Community Services, this collection provides access to Sociological Abstracts alongside a range of international databases covering sociology, social services and related disciplines.* *No login is required to access ProQuest. However, if you encounter any issues, you can use the following login details:* *Username: stottsstudents* *Password: Learning168#*
EBSCOhost	*A leading online research platform offering access to quality databases across a wide range of disciplines, including community services, business, health sciences and more.* • *Username: stottscol* • *Password: Learning@2026*
Trove	*Gives you access to books, images, newspapers and more from libraries all over Australia.*
Journals and News Media	*For current research, case studies and real-world perspectives, students are encouraged to use:* • *The Australian Journal of Community Work (AJCW) – free and open access through CWA* • *Australian Social Work Journal – offering insights into current practice, education and policy* • *The Conversation – articles written by academics and researchers*

	• *TED Talks – expert talks on a wide range of topics* • *The Australian, The Age, ABC iView, The Guardian, The Financial Times and The Wall Street Journal – for general knowledge and staying updated on world events. Login details for these may be provided where applicable.*
Using the Physical Library	*Each AE campus has a library service for borrowing books. To borrow items:* • *You must present your valid student ID card* • *You can borrow up to eight books at a time* • *Most books are available for a two-week loan; textbooks may have shorter loan periods* • *You are responsible for returning books on time and in good condition*

Penalties for Overdue or Lost Items

- *Lost or damaged books may incur replacement fees.*
- *Overdue books may incur late penalties.*
- *Any damage to library resources may incur repair fees. Need Help?*

Need Help?

If you're unsure how to find or use a resource, Dr. Hasham Al Musawi, our Learning Resource Specialist, is here to help. You can reach him at hasham.almusawi@ae.edu.au for personalised support.

Learning Management Platforms

Moodle – Your Learning Management System (LMS)

Moodle is AE's central platform for managing your learning activities. Every unit you are enrolled in will have a dedicated Moodle site where you can:

- *Access lecture notes, readings and learning materials.*
- *Submit assessments via Turnitin, ensuring academic integrity.*
- *Participate in discussion forums and collaborate with peers.*
- *Track your progress and receive feedback from Trainers.*
- *Stay updated with announcements and important dates.*

How to Use Moodle

1. **Login***: Visit acknowledgeeducation.edu.au/Moodle and use your AE-issued username and password.*
2. **Dashboard***: Once logged in, your dashboard will display your current units.*
3. **Navigation***: Click on each unit to access weekly content, assessment details and learning activities.*
4. **Assessment Submission***: Follow the instructions under the assessment section to upload your assignments. Always check for Turnitin receipts as proof of submission.*

1. Go to LMS - MOODLE login page

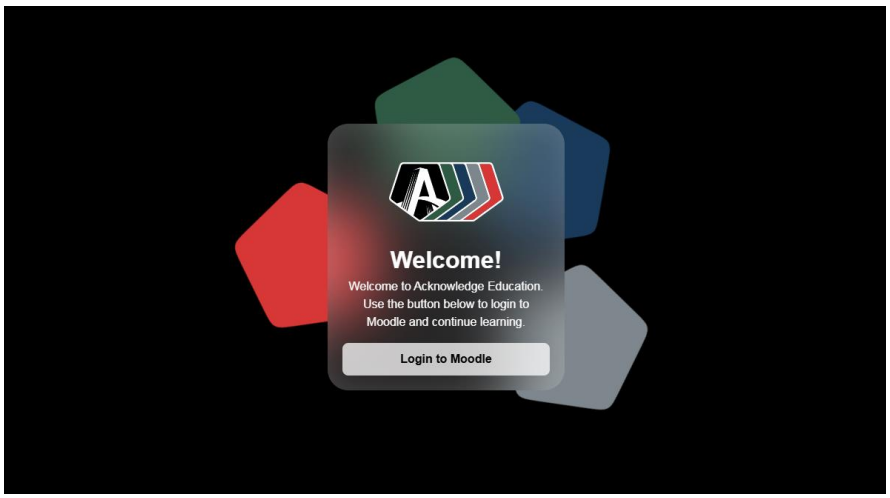
https://acknowledgeeducation.edu.au/moodle/

2. Login using your Microsoft Office 365 account

Username: studentID@student@ae.edu.au

3. If you need help, please contact

elearningsupport@ae.edu.au



Support: *If you experience problems, contact elearningsupport@ae.edu.au or speak with your lecturer or Course Coordinator. Regularly checking Moodle is essential. This is where key course information and updates are posted.*

Meshed RTO – The Student Portal

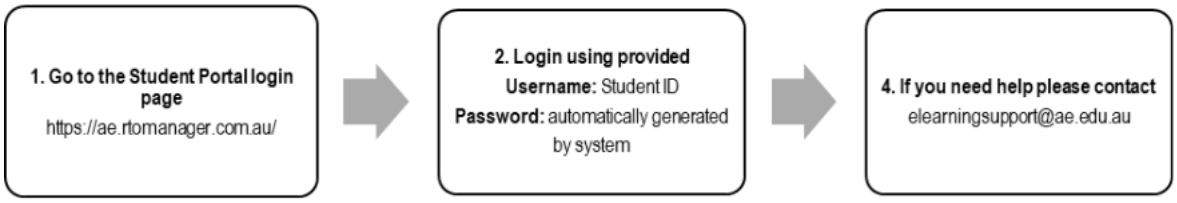
Meshed RTO, referred to as the Student Portal, is AE's Student Management System (SMS). It is your administrative hub for managing your enrolment and personal details. All course related materials, announcements and assessments will be provided through Moodle. Administrative and enrolment-related tasks will be handled via the Student Portal (Meshed RTO). Familiarity with both systems is key to managing your studies at AE effectively.

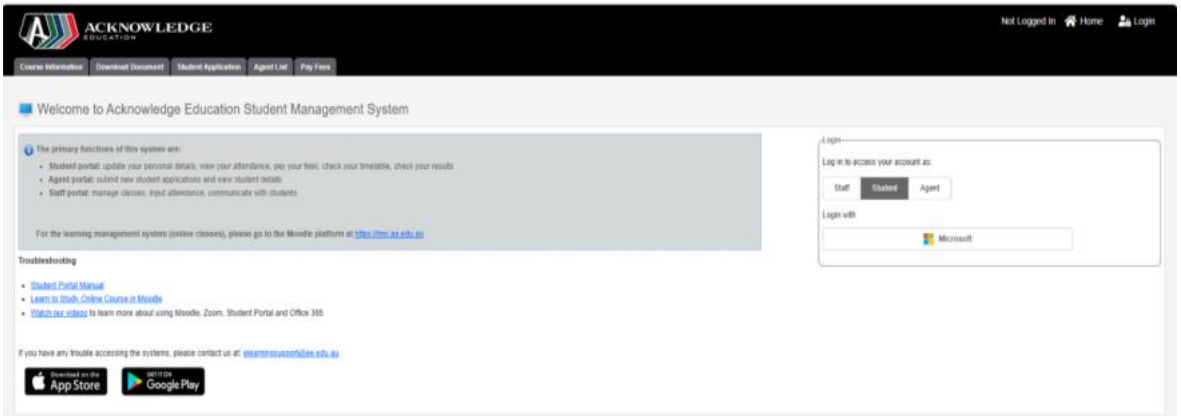
Through the Student Portal, you can:

- *View and update your personal information (keep your contact details current).*
- *Access your enrolment details and class timetables.*
- *Monitor your course progress and view results.*
- *Apply for leave, extensions or other administrative requests.*

How to Use the Student Portal

1. **Login**: *Access the portal via https://ae.rtomanager.com.au/ using your student credentials.*
2. **Dashboard**: *Your homepage will provide quick links to enrolment information, academic records and forms.*
3. **Updates**: *Ensure your contact information is always current to receive important notifications from AE.*
4. **Forms and Requests**: *Use the portal to submit requests for academic letters, deferrals or changes to your study load.*





If you require assistance navigating Meshed RTO, contact elearningsupport@ae.edu.au or Student Services Officers (SSOs) are available on campus and online to guide you.

Student Hub

The Student Hub will be first stop for course enquiries, school accounts, timetable and all general information our students need at different stages in their Course Journey.

This site has a variety of FAQs which can be accessed by students through their LMS https://acknowledgeeducation.edu.au/moodle

Some of the FAQs have further instructions such as advising students to submit respective forms from their student portal or contacting specific departments. This is the initial list of topics we have included but there will be more subjects to add to this site in the following weeks.

- *System Login enquiries*
- *Unit enrolment/Timetable*
- *Academic support*
- *Course and COE general*
- *Tuition Fees*
- *Graduation enquiries*
- *Appeals/ Complaints*
- *Student Support & Counselling Services*

Live Chat

This tool aims to provide quick and efficient support, enhancing the student experience by ensuring they receive timely assistance with their needs.

- *Instant Support:*
- *Students can get immediate assistance with their queries.*
- *Easy Access:*
- *Available directly from LMS under Student Hub*
- *Efficient Referral:*
- *Specific referral to relevant departments*
- *Streamlined Resolution:*
- *Our Student Services team can collaborate in real-time to handle student inquiries more*

SECTION 6: COURSE INFORMATION

You will find all the information about your course in your specific course student handbook. You can access an electronic copy on Moodle. Each course's student handbook contains information on the following:

- *Course Overview*
- *Course Description*
- *Course Structure*
- *Academic and English Requirements*
- *Additional Requirements*
- *Professional Recognition*
- *Duration*
- *Mode of Delivery*
- *Units of Competency*
- *Program Structure*
- *Fieldwork Placement (if relevant to your course)*
- *Important Contact Details*

SECTION 7: ASSESSMENT SUBMISSION, RESUBMISSION, EXTENSION

Submission of Assessments

- *All assessments must be submitted on Moodle; assessments submitted by email will not be considered submitted.*
- *All assessments must be submitted by the published due date, as outlined in your unit outline or on Moodle.*
- *Late submissions without an approved extension may incur penalties or receive a grade of zero, depending on the lateness of the submission.*

Assessment Extensions

AE understands that, at times, unforeseen circumstances may affect your ability to submit assessments on time. In such cases, you may apply for an extension. The process depends on when you apply and the length of extension required:

When to Apply	*Length of Extension*	*How to Apply*	*Who Approves*
Before Due Date	*Up to 7 days*	*Request in writing via email to your Trainer*	*Tutor*
Before Due Date	*More than 7 days*	*Submit Special Consideration Form via Student Portal*	*Course Coordinator*
After Due Date	*At discretion of Course Coordinator*	*Submit Special Consideration Form via Student Portal* *Must be submitted within 3 working days of the due date*	*Course Coordinator*

Important:

- *Extensions are not automatically granted and require valid reasons supported by evidence (e.g., medical certificate).*
- *Late requests without proper documentation will only be considered under exceptional circumstances. Always refer to your Unit Outline for assessment specific requirements and consult Moodle for updates.*

Late Submission Penalties

If you submit an assessment after the due date without an approved extension, the following penalty will apply:

- *A 5% deduction per day will be applied to the weighted value of the assessment.*
  - *For example, if an assessment is worth 40% of your final grade, a one-day-late submission will incur a 2-mark deduction (5% of 40%).*

After a certain period (typically 14 calendar days), late submissions may no longer be accepted and a grade of zero may be recorded.

Special Consideration

If you experience serious unexpected circumstances (e.g., illness, bereavement, trauma) that affect your ability to complete assessments, you should apply for Special Consideration. This can result in:

- *Extended deadlines.*
- *Alternative assessment arrangements.*
- *Rescheduling of exams or presentations.*

To receive special consideration, you must:

- *Contact your Student Services Officer (SSO) to obtain the Special Consideration Form.*
- *Provide supporting documentation.*
- *Apply within three working days of the assessment due date or scheduled event.*

Resit and Remark Process

AE recognises that sometimes students may need a second chance or believe that their assessment result does not reflect their performance.

Resit Opportunities

If you narrowly miss passing a unit or assessment, you may be eligible for a resit. This opportunity is typically offered where all assessment tasks have been submitted and your overall performance indicates you could meet learning outcomes with additional support. Speak with your Course Coordinator or SSO for guidance.

Requesting an assessment review or remark

If you believe your assessment has been unfairly or incorrectly marked, you can apply for a formal review. Before applying, you must:

- *Discuss the mark with your Trainer or lecturer (if you cannot resolve the issue you move to the next step)*
- *Discuss the mark with your Course Coordinator (if you cannot resolve the issue you move to the next step)*
- *Contact your Student Services Officer (SSO) to obtain the Application for a Review or Remark form.*
- *You must prepare a clear academic case explaining how your performance meets the assessment criteria.*
- *Submit the application form through*
- *A $50 non-refundable fee applies if the re-mark is approved.*

Be aware that marks can increase, decrease or remain the same. The re-mark decision is final. For more information, contact your SSO or Course Coordinator.

Key Reminders

- *Start assessments early to avoid last-minute problems.*
- *Back up your work regularly.*
- *Technical issues (e.g., computer failure) are not accepted as valid reasons for extensions.*
- *Uploading the wrong assessment will be considered as non-submission and may result in an investigation for academic misconduct if it compromises the accuracy of TurnItIn scores for assessment submissions.*
- *Communicate proactively with your trainer or Course Coordinator if you foresee any difficulties.*

Failure to manage assessment deadlines responsibly can affect your academic progress and may lead to being classified as 'at risk' under AE's Course Progress Procedure.

For further guidance, contact your Course Coordinator or Student Services and always check Moodle for unit-specific assessment policies.

SECTION 8: IMPORTANT PROCEDURES

Credit Transfer (CT) and Recognition of Prior Learning (RPL)

AE recognises prior formal and informal learning through its Credit Transfer (CT) and Recognition of Prior Learning (RPL) processes, ensuring students are not required to repeat equivalent learning.

Credit Transfer (CT)

You may be eligible for CT if you have completed equivalent units at AE or another institution. To apply:

1. *Complete the Credit Exemption Request Form.*
2. *Provide certified transcripts and relevant completed units.*
3. *Submit your application during admission or before the unit commences.*

CT does not incur a fee and will be recorded as CT on your transcript. You may be eligible to receive up to 50% credit transfer for prior study. However, if your course is accredited by a professional body, that body may set its own rules about how much credit can be transferred and what prior learning can be recognised. In these cases, the professional body's requirements will apply, even if they are more restrictive than the standard 50% limit.

Recognition of Prior Learning (RPL)

RPL applies where you have gained relevant skills and knowledge through work experience, professional development or informal learning.

To apply for RPL:

1. *Submit evidence such as portfolios, resumes, third-party reports and a reflective essay addressing learning outcomes.*
2. *Undertake an assessment if required.*
3. *Pay the applicable RPL fee upon successful assessment.*

Recognition of Prior Learning (RPL) is also capped at 50% of your course and will be recorded as RPL on your academic transcript. Where a course is accredited by a professional body, that body may set separate limits or requirements for RPL. In these cases, the professional body's rules will apply instead.

Both CT and RPL applications must meet AE's academic standards and professional accreditation requirements where applicable.

If your application is unsuccessful, you have the right to appeal through AE's Complaints and Appeals Policy.

For more information on any of these processes including forms and deadlines, visit the Student Portal or contact Student Services.

Course Progress Requirements

AE is committed to helping every student succeed. To maintain your enrolment and ensure timely completion of your course, you must meet AE's Course Progress Requirements. These requirements apply to all students enrolled in Higher Education (HE) programs.

What is Satisfactory Course Progress?

Satisfactory course progression is defined as:

- *Passing at least 50% of the units in a study period and*
- *Completing the course within the maximum period of study or by the course end date specified on the international student's CoE and*
- *Meeting any additional course specific requirements.*

Monitoring Course Progress

AE formally reviews student progress at the end of each teaching period. Academic staff assess whether you are:

- *Progressing as expected*
- *'At risk' of not meeting progress requirements or*
- *Not making satisfactory course progress.*

You will be contacted via your AE email if concerns are identified.

'At Risk' Students

You may be identified as 'at risk' if:

1. *You fail more than 50% of your units in a single teaching period.*
2. *Your academic performance indicates you may not complete your course within the expected timeframe*
3. *You demonstrate poor engagement such as repeated non-submissions of assessments or low attendance.*

If you are deemed 'at risk':

1. *You will receive a notification by email.*
2. *You must attend an Intervention Strategy Meeting within five working days.*
3. *Together with AE staff, you will develop a personalised Formal Intervention Plan (FIP) to support your success.*

This strategy may include:

1. *Requiring the student to have regular progress review meetings with the Student Progress Team*
2. *Approving a reduced study load for a specified period of time*
3. *Referral to an Academic Support Officer*
4. *Requiring participation in academic workshops and/or study support sessions*

5. *Referral to the Pathway 2 Success Program for one study period*
6. *Referral to Counselling and/or Wellbeing services*
7. *Referral to an academic staff member for additional academic instruction and/or subject specific support*
8. *Recommending a suspension of studies where compassionate and compelling circumstances apply*

Failure to engage with the intervention process may lead to further action including warnings or exclusion.

Reporting Course Progress Breaches

Students who are deemed as not meeting course progress may be reported to the Department of Home Affairs (DHA) via an Intention to Report (ITR). You will have 20 working days to appeal this decision through AE's Complaints and Appeals Process.

Course Transfer or Withdrawal

If your study goals or circumstances change, AE has clear processes to support course transfers or withdrawals, especially for international students under ESOS regulations.

Transferring to Another Provider (International Students)

International students cannot transfer from their principal course within the first twelve months unless:

- *There are compassionate or compelling circumstances*
- *AE fails to deliver the course or*
- *The transfer is in your best academic or personal interest.*

You must submit a Course Withdrawal Form and provide a valid enrolment offer from the new provider. If approved, AE will process your release in PRISMS at no cost. If denied, you will receive written reasons and can appeal.

Transferring to AE

AE will only enrol students transferring from another provider within the first twelve months of their principal course if specific conditions are met such as provider closure or government support for the transfer.

All transfer applications are assessed within 20 working days. For more information, contact the Registrar or refer to AE's Student Transfer Assessment Policy.

Deferment, Suspension and Cancellation

AE allows for deferment, suspension or cancellation of enrolment in limited circumstances, ensuring compliance with regulatory requirements and supporting student wellbeing.

Student-Initiated Deferment or Suspension

You may request to defer or suspend your studies due to compassionate or compelling circumstances (e.g., illness, bereavement, major disruptions). Submit the relevant form via the Student Portal or email registrar@ae.edu.au. Decisions are made within 10 working days.

AE-Initiated Suspension or Cancellation

AE may suspend or cancel enrolment for reasons such as:

- *Non-payment of fees.*
- *Breach of visa conditions (for international students).*
- *Serious misconduct.*
- *Failure to engage in intervention strategies.*

If AE decides to suspend or cancel your enrolment, you will be notified of AE's intention and will have 20 working days to appeal. International students will be informed of any visa implications and changes will be reported to PRISMS.

For full details, refer to the Deferment, Suspension, Cancellation and Withdrawal Policy.

Graduation and Course Completion Processes

AE celebrates your achievement once you have successfully completed all course requirements.

Course Completion

Upon fulfilling academic requirements including any field placements or capstone projects, AE will issue your official transcript and testamur (your official graduation certificate). Your testamur will be available at your graduation ceremony. To receive this documentation, you must first ensure that all fees are paid and administrative obligations are met.

Graduation

AE holds formal graduation ceremonies where eligible students are invited to attend and receive their award. You will be notified of ceremony dates and registration procedures via your AE email.

If you are unable to attend, you may collect your certificate at a later date or nominate a representative to collect it on your behalf.

For further details including timelines and eligibility, contact Student Engagement or visit the Student Hub.

SECTION 9: STUDENT REPRESENTATION

Student Feedback and Continuous Improvement

At AE, student feedback is integral to our commitment to providing a high-quality, student-centric learning experience. Continuous improvement is not just a policy, it's a practice driven by listening to our students and ensuring your voice shapes teaching, support services and the broader learning environment.

Surveys and Feedback Opportunities

Throughout your studies, you will be invited to share your experiences through various formal and informal feedback channels including:

- *Unit and Teaching Evaluations: Conducted at the end of each trimester to gather feedback on unit content, teaching quality and learning resources.*
- *Student Experience Surveys: Broader surveys such as the QILT Student Experience Survey (SES), capturing insights into your overall academic and campus life.*
- *Placement Feedback: For students undertaking field education or work placements, targeted surveys assess placement quality and support.*
- *Focus Groups and Consultations: Opportunities to contribute to specific improvement initiatives or institutional projects.*
- *Day-to-Day Feedback: AE encourages open dialogue with Trainers, Course Coordinators, Student Services Officers and Placement Officers at any time during your studies.*

The Role of the Student Representative Council (SRC)

The SRC is a key mechanism for ensuring student voices are heard at every level of AE. As an elected body representing all programs and campuses, the SRC advocates for student interests, raises concerns and suggests improvements related to both academic and student life.

To embed student perspectives within AE's governance framework, SRC members are invited to participate in Teaching and Learning Committee (TLC) and Academic Board (AB) meetings through a rotating representation model. Each campus nominates an SRC member to attend a TLC meeting followed by the next AB meeting, after which representation is passed to another campus' SRC member. This ensures diverse representation across courses, disciplines and locations. This structured approach guarantees that feedback reflects the experiences of students from various programs and all campuses, supporting AE's commitment to inclusivity and continuous improvement.

Student Representation in Course Advisory and Review Committees

In addition to the SRC, AE ensures that student input directly shapes course content and delivery through Course Advisory and Review Committees (CARCs). These committees play a critical role in maintaining the relevance, quality and industry alignment of AE's programs.

Current students in the later stages of their studies or recent graduates are engaged as paid members of these committees. Their role is to provide firsthand insights into the student learning experience, assessment practices, curriculum relevance and overall course design.

This formal involvement ensures that student perspectives actively influence curriculum development, review processes and the strategic direction of AE's academic offerings.

How Student Feedback is Used

Feedback collected through surveys, SRC participation, CARCs and informal channels is central to AE's continuous improvement cycle. Aligned with AE's Strategic Plan 2024–2027, particularly the focus on Lifelong Engagement and Continuous Improvement, your feedback informs:

- *Curriculum Enhancements: Updates to course content, assessment methods and teaching strategies.*
- *Support Services Improvements: Refinements to academic support, wellbeing initiatives, placement coordination and campus facilities.*
- *Governance and Compliance: Ensuring AE exceeds regulatory standards by embedding student perspectives in quality assurance processes.*
- *Strategic Decision Making: Student feedback directly shapes operational priorities and long-term planning.*

AE is committed to transparency by closing the feedback loop. Outcomes and actions resulting from student feedback are communicated via SRC updates, Moodle announcements, newsletters and campus forums, so you can see how your input leads to real change.

By participating in these feedback opportunities, whether through surveys, SRC roles or advisory committees, you play an essential role in shaping not only your educational experience but also that of future students at AE.

Document Information

Document Name	*HE Student Handbook*
Document Number	*7.2.3*
Purpose	*To provide students with generic information about studying HE courses at AE.*
Audience	*Prospective and Current Higher Education Students*
Category	*Representation, Information and Information Management*
Subcategory	*Information for Prospective and Current Students*

Approval Date	*02/2026*
Effective Date	*02/2026*
Next Review Date	*02/2027*
Policy Advisor	*Provost*
Approving Authority	*Teaching and Learning Committee*

Change Log

Date	Notes
23/01/2022	*Full review and streamlining of policies with referral to policy documents.* *Update LO for BCS Units Update Login procedures.* *Provision of online library information. Provision of learning hub information.* *Updated working hours for international student, requires review 2023*
24/01/2023	*Full review and formatting for online readability Updated unit changes to asynchronous* *Updated unit name changes for SAP101, COU101 and COU202.* *Removed public holidays and substituted them with link to the fair work website.* *Realigned topics to create improved document flow. Updated branding to AE logos*
13/04/2023	*Updated contact details for key personnel. Updated template in accordance with AE Branding requirements. Expanded to all HE not only BCS relevance.*
11/08/2025	*Full review of student handbook. Removed course specific information and created generic handbooks for all HE courses to be complemented by separate course specific handbook.*
06/02/2026	*Full review of the Student Handbook.* *Updates include revisions to Welcome Day/Orientation information and the Complaints and Appeals section, as well as the addition of Student Engagement and Wellbeing and Student Course Progress sections.* *Scholarship information has been temporarily removed while the process is being reviewed and rewritten.*
22/05/2026	*Update the How to Raise a Complaint or Appeal (Stage 1,2,3)*
06/08/2026	*Updated Student Services enquiry response times, including standard response timeframe and urgent assistance arrangements.*

12/08/2026	*Updated Orientation information (added USI requirement, clarified timetable access via Student Portal login and AE email/Moodle access timing).* *Added Trainer Support and Live Chat (via Moodle) information to Support Services.* *Updated Special Consideration and Assessment Review/Remark processes to direct students to their SSO.* *Clarified testamur availability at graduation ceremony.* *Removed Pathways to Success (P2S) Program section.*
05/10/2026	*Updated the restricted transfer period for international students from six months to twelve months of the principal course, in line with changes to the National Code effective 2 October 2026.*
05/10/2026	*Updated references to the Student Engagement and Wellbeing Team to Student Experience Team throughout the Student Handbook.*

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