



**ACKNOWLEDGE**  
EDUCATION

*Vocational Education and Training (VET)*

*Student Handbook*

*2025*

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## SECTION 1: WELCOME AND INTRODUCTION

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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.

**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, and
- The Gold Coast.

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

### 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 Vocational Education and Training, 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 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 and Moodle announcements 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 course structure, assessments, 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, accommodation, and local services.
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](mailto: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?	<ul style="list-style-type: none"><li>• A copy of your Confirmation of Enrolment (CoE)</li><li>• Photo identification</li><li>• A notepad or device for taking notes</li><li>• Any questions you have about your course or student life!</li></ul>
Will I receive my timetable during orientation?	Yes, you will be provided with your class timetable and shown how to access it online through the Student Portal.
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 Moodle 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 may apply.

**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](mailto: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.**

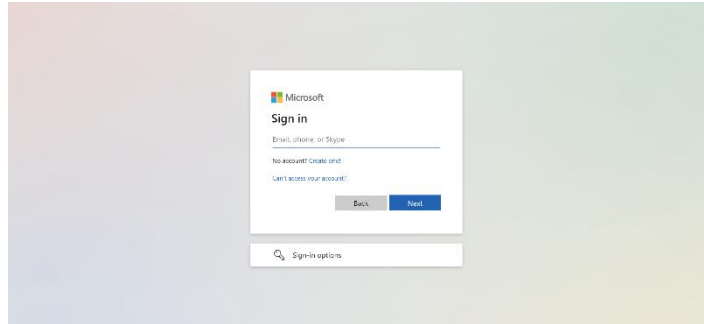
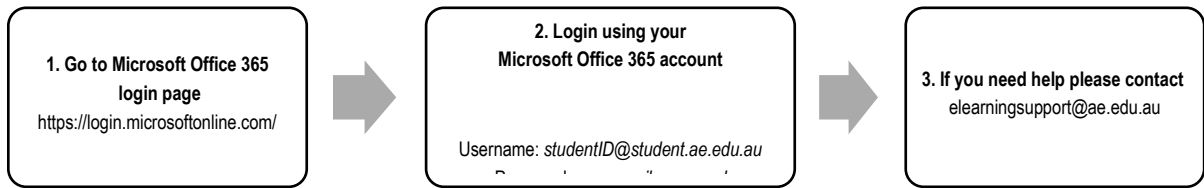
## Using your AE Email and Moodle

Once enrolled, 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 IT Support using the Helpdesk portal at <https://support.up.education/helpdesk/WebObjects/Helpdesk.woa>

### **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 the [Helpdesk](#) for assistance.

## SECTION 3: STUDENT RIGHTS, RESPONSIBILITIES AND CONDUCT

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### 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 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 for a review of a decision that has been made—for example, appealing an academic result or disciplinary action.

### ***How to Raise a Complaint or Appeal***

#### **1. Informal Resolution**

Wherever possible, AE encourages students to resolve issues informally. Speak directly with the person involved—this could be your trainer, a student services officer, or relevant staff member. Many concerns can be quickly resolved through open and respectful discussion.

#### **2. Lodging a Formal Complaint or Appeal**

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

- Complete the relevant online form available through the AE student portal or request assistance from Student Services.
- Clearly outline the issue, including any supporting evidence.
- 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. Assessment and Response**

- AE will acknowledge receipt of your complaint or appeal and begin assessment within 10 working days.
- The matter will be handled fairly, confidentially, and without any disadvantage to you.
- You will be informed in writing of the outcome, including reasons for the decision and any further steps.

#### **4. Appeals Panel (if required)**

- If you are not satisfied with the outcome of your formal complaint, you may escalate to a second-stage appeal.
- Academic appeals are reviewed by the Dean (or delegate), and non-academic matters by the Head of Risk and Compliance.
- An independent panel will review your case, ensuring no conflict of interest.

#### **5. 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 Overseas Student Ombudsman, 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 [regulator.compliance@ae.edu.au](mailto:regulator.compliance@ae.edu.au)

## SECTION 4: SUPPORT SERVICES

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### **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 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.

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.

#### ***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 educate students about academic integrity. They investigate potential breaches, minor and major (Tier 1 and Tier 2), provide guidance on avoiding misconduct, and support students in understanding proper academic practices.
- Academic Integrity Officers (AIOs) are responsible for reviewing serious breaches (Tier 3), such as plagiarism, collusion, contract cheating, 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 incorrect referencing or minor paraphrasing issues. These are usually addressed by your Trainer with advice to meet with an ASO.

Tier 2 – Major Breach: Includes significant plagiarism, recycling of previous work without approval, or falsification. These cases are referred to an ASO for investigation and resolution.

Tier 3 – Academic Misconduct: Serious breaches such as contract cheating, collusion, or repeated offences. 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.

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**

At AE, we understand that achieving success in your studies goes hand-in-hand with feeling supported, heard, and connected. That's why we offer a comprehensive network of support services designed to assist you academically, personally, and professionally throughout your journey with us.

How to book a consultation:

- Click in the following link [Student Wellbeing Form](#)

### ***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.

### ***Placement Officers***

For students undertaking fieldwork or professional placements, Placement Officers provide dedicated support with all placement-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.

### **Student Wellbeing Officers**

When personal challenges arise, our Student Wellbeing Officers are here to offer confidential, non-academic support. Whether you're adjusting to student life, managing personal challenges, or seeking advice on external services, they provide compassionate guidance to help you stay on track with your studies.

This team is overseen by the Student Experience Manager (SEM), who ensures that student wellbeing remains at the forefront of AE's decision-making processes. The SEM plays a critical role in giving students a voice across all levels of governance, including through the Student Representative Council (SRC). The SRC allows students to contribute feedback, raise concerns, and participate actively in shaping their educational experience.

### **Campus Managers**

Each AE campus is led by a Campus Manager, responsible for day-to-day operations and for ensuring a safe, welcoming, and supportive environment for all students. Campus 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.

### **Counselling Services (ACS)**

AE partners with the Australian Counselling Service (ACS) to offer free, 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](mailto:info@acscounselling.com.au)—remember to mention that you're an AE student for free access.



**FREE COUNSELLING SERVICE**

Our mission has remained the same and we continue to believe that mental health care is a right, not a privilege.

ACS is the clinical division of the Australian Institute of Professional Counsellors (AIPC). AIPC is the largest and longest established educator of Counsellors in Australia. AIPC has provided specialist Counsellor training for over 30 years.

**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.

**BOOK NOW**

<https://www.acscounselling.com.au/registration/acknowledge>

1300 374 033

**acs** Australian Counselling Service

## ***Preventing and Responding to Sexual Assault and Sexual Harassment (SASH)***

AE has a zero-tolerance policy for sexual assault and sexual harassment (SASH). If you experience or witness any form of SASH, support is available through our Campus SASH Support Persons and the National SASH Case Manager. You can make confidential disclosures or formal reports, and access support services without fear of academic disadvantage. Your safety and wellbeing are always our priority.

## ***Pathways to Success (P2S) Program***

If you're facing ongoing challenges that interfere with your studies—whether health issues, personal circumstances, or recovery from trauma—the P2S Program provides tailored support. It offers proactive check-ins, streamlined access to special consideration, extensions, and reasonable adjustments, reducing the need for repeated explanations. Speak to a Student Experience and Wellbeing Officers to enrol in P2S and ensure you have the right supports in place.

At AE, we are committed to ensuring that every student feels supported, valued, and empowered to succeed. Whether you need administrative assistance, wellbeing support, placement guidance, or academic resources, our dedicated teams are here to help, every step of the way.

## ***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.

## ***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.

## ***How to Request Support***

1. **Disclosure:** Sharing your needs is voluntary but necessary for AE to provide adjustments.
2. **Contact:** Speak to a Student Experience and Wellbeing 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 access P2S where appropriate.

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

### ***Pathways to Success (P2S) Program***

For students facing ongoing personal, health, or trauma-related challenges, the P2S Program offers tailored, proactive support. It streamlines access to extensions, special consideration, and academic adjustments, reducing the need to repeatedly explain your circumstances.

### ***Special Consideration***

If short-term unexpected circumstances (e.g., illness, bereavement, trauma) affect your ability to complete assessments or attend classes, you can apply for Special Consideration. This formal process may result in extensions, rescheduled assessments, or alternative tasks. Applications must be submitted within three working days of the assessment due date and include supporting documentation.

### ***Resit and Re-mark 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 a Re-mark***

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 Senior Trainer, Trainer or Course Coordinator.
- Prepare a clear academic case explaining how your performance meets the assessment criteria.
- Submit the Application for Review or Re-mark of Assessment form.
- 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.

### ***Student Rights***

- To study in an inclusive, respectful environment.
- To access reasonable adjustments without academic disadvantage.
- To be supported through formal processes like Special Consideration, P2S, or ILPs.

For further assistance, contact [studentservices@ae.edu.au](mailto:studentservices@ae.edu.au) or speak with your campus Student Wellbeing Officer.

## **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 Managers:** Available on each campus to assist with operational or safety-related issues.

### ***Counselling Services***

Free, confidential support is available to you as an AE student through the Australian Counselling Service (ACS)—note that this service does not provide an emergency response, but they can help you work through experiences at scheduled appointments.

### ***In Case of Emergency***

- Contact campus staff immediately.
- For serious emergencies, call **000** (Police, Fire, Ambulance).

### ***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.

### ***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 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](mailto:studentservices@ae.edu.au).

## SECTION 5: FACILITIES AND LEARNING RESOURCES

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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.

<b>Online Library Access</b>	<p>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.</p> <p><b>Note: Under each discipline, there are sections titled <i>Additional Materials</i> and <i>General Resources</i>, which list a number of resources related to the respective discipline.</b></p>
<b>ProQuest Ebook Central</b>	<p>Offers access to many of your prescribed texts. You can read them online without a login. If prompted, use:</p> <p><i>Username:</i> AEstudent3</p> <p><i>Password:</i> Student123</p> <p>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</p>
<b>ProQuest Sociology Collection</b>	<p>Ideal for students in the Bachelor of Community Services, this collection provides access to <i>Sociological Abstracts</i> alongside a range of international databases covering sociology, social services, and related disciplines.</p> <p>No login is required to access ProQuest. However, if you encounter any issues, you can use the following login details:</p> <p>Username: stottsstudents</p>

Password: Learning168#

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<b>EBSCOhost</b>	<p>A leading online research platform offering access to quality databases across a wide range of disciplines, including community services, business, health sciences, and more.</p> <ul style="list-style-type: none"><li>• Username: stottscol</li><li>• Password: Learning@2025</li></ul>
<b>Trove</b>	<p>Gives you access to books, images, newspapers, and more from libraries all over Australia.</p>
<b>Journals and News Media</b>	<p>For current research, case studies, and real-world perspectives, students are encouraged to use:</p> <ul style="list-style-type: none"><li>• The Australian Journal of Community Work (AJCW) – free and open-access through CWA</li><li>• <i>Australian Social Work Journal</i> – offering insights into current practice, education, and policy</li><li>• <i>The Conversation</i> – articles written by academics and researchers</li><li>• <i>TED Talks</i> – expert talks on a wide range of topics</li><li>• <i>The Australian, The Age, ABC iView, The Guardian, The Financial Times, and The Wall Street Journal</i> – for general knowledge and staying updated on world events. Login details for these may be provided where applicable.</li></ul>
<b>Using the Physical Library</b>	<p>Each AE campus has a library service for borrowing books. To borrow items:</p> <ul style="list-style-type: none"><li>• You must present your valid student ID card</li><li>• You can borrow up to eight books at a time</li><li>• Most books are available for a two-week loan; textbooks may have shorter loan periods</li><li>• You are responsible for returning books on time and in good condition</li></ul>

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### **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?

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](mailto:hasham.almusawi@ae.edu.au) for personalised support.

## Learning Management Platforms

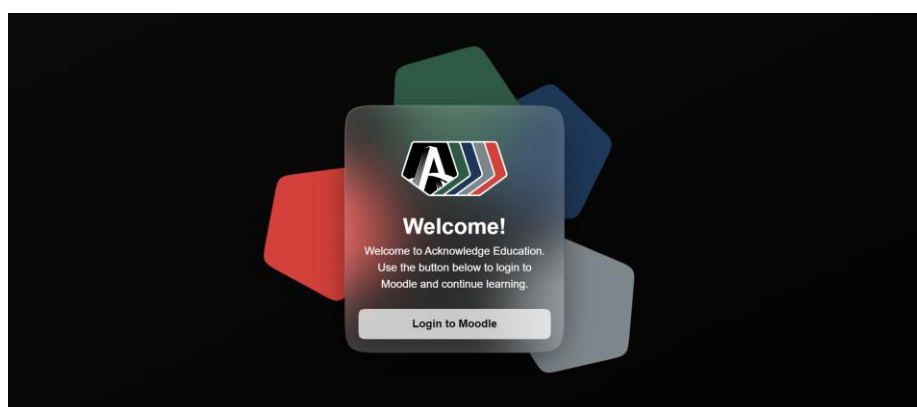
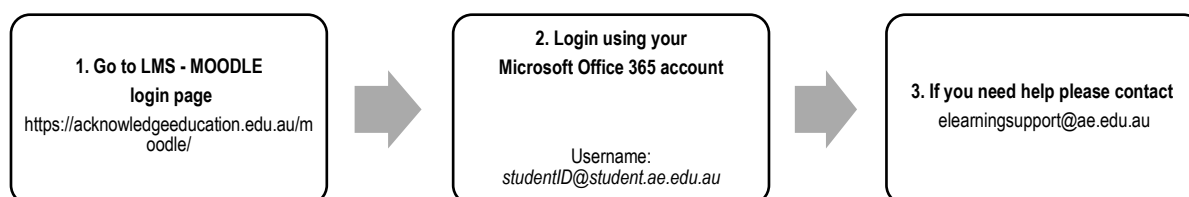
### ***Moodle – Your Learning Management System (LMS)***

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](https://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.



**Support:** If you experience problems, contact AE's IT Support 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,

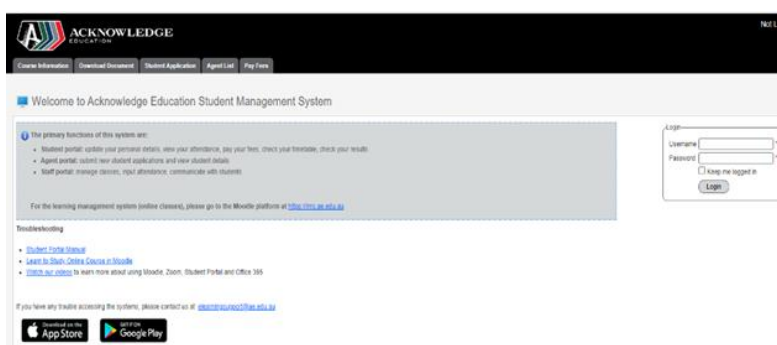
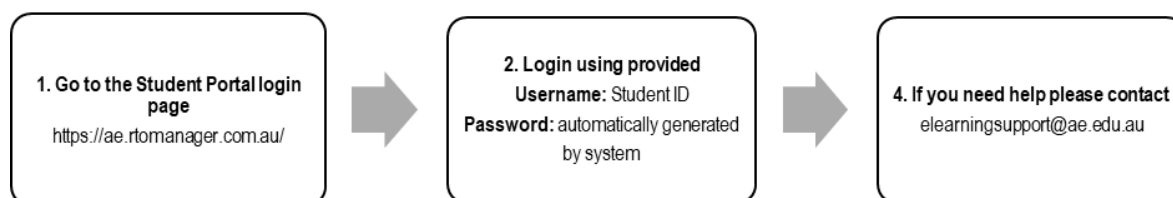
announcements, and assessments will be provided through Moodle. Administrative and enrolment-related tasks will be handled via the Student Portal (Meshed RTO). Familiarity with both systems is key to managing your studies at AE effectively.

Through the Student Portal, you can:

- View and update your personal information (keep your contact details current!).
- Access your enrolment details and class timetables.
- Download academic transcripts and confirmation of enrolment letters.
- 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, Student Services Officers (SSOs) are available on campus and online to guide you.

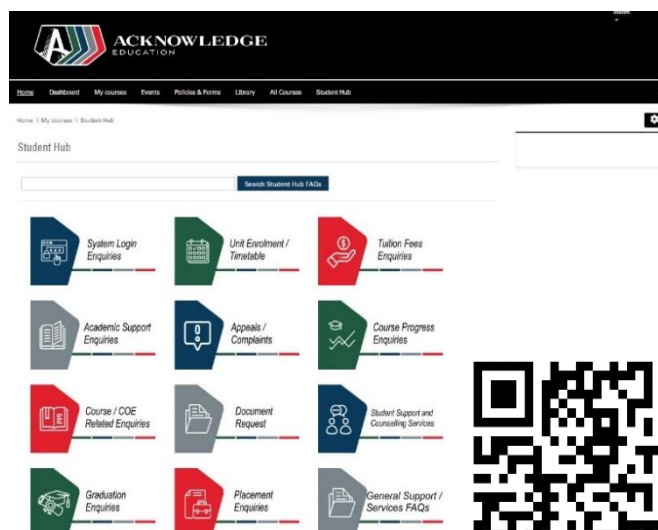
## Student Hub

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.

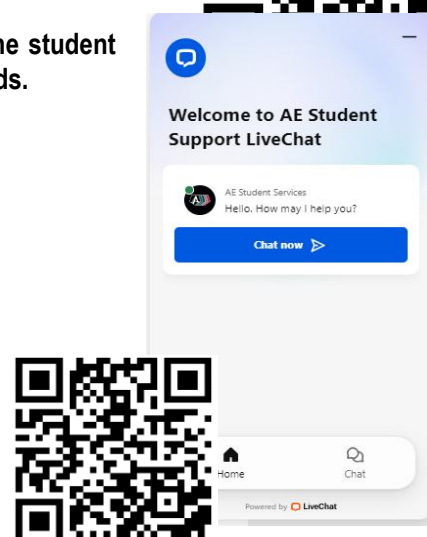
- System Login enquiries
- Unit enrolment/Timetable
- Academic support
- Course and COE general
- Tuition Fees
- Graduation enquiries
- Appeals/ Complaints
- Student Support & Counselling Services



## 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



## IT and Internet Use

AE provides free Wi-Fi across all campuses to support your learning. Students must comply with AE's ICT Acceptable Use Policy, which promotes responsible, ethical, and academic-focused use of technology.

If you encounter technical difficulties, AE's IT Support team and SSOs are ready to assist—don't hesitate to reach out.

## SECTION 6: COURSE INFORMATION

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You will find all the information about your course in your specific course student handbook—a hard copy is provided to you at orientation, and 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	Trainer
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 <i>Must be submitted within 3 working days of the due date</i>	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 Moodle for assessment-specific requirements.

### Late Submission Penalties

If you miss the due date for an assessment and do not have an approved extension, the following process will apply:

1. First Missed Submission
  - a. Recorded as a *non-submission*.
  - b. You will still have two remaining opportunities to submit.
2. Second Submission
  - a. You must submit within two (2) weeks of the original due date.

- b. No penalty fee applies.
  - c. Failure to submit will result in loss of this attempt.
- 3. Third Submission
  - a. You must pay a \$50 reassessment fee.
  - b. You must negotiate a final submission date with your Course Coordinator and confirm this in writing.
- 4. Non-Submission at Final Attempt
  - a. You will receive a result of Not Yet Competent (NYC) for the unit.
  - b. You must re-enrol and repeat the unit, including all required training and assessment, as per the course schedule and fees.

## 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:

1. Submit the Special Consideration Form via the Student Portal.
2. Provide supporting documentation.
3. Apply within three working days of the assessment due date or scheduled event.

## Resubmission and Review of Marks

- If you fail an assessment but meet specific criteria, you may be offered a resit opportunity (refer to your unit outline for eligibility).
- If you believe your assessment was unfairly marked, you can apply for a Review or Remark.
  - This process requires prior discussion with your Senior Trainer and Course Coordinator.
  - A fee applies for approved remark requests.
  - The outcome is final

## 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

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### **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. A maximum of 50% of your course can be credited.

#### ***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.

RPL is also capped at 50% of your course and will be recorded as RPL on your transcript.

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

At AE we want you to feel supported every step of the way in your learning journey. To help you stay on track, we regularly monitor your course progress and provide early support if you're experiencing difficulties.

Here's how the process works:

- Your attendance is recorded each time you attend class.
- You are required to attend 80% of your classes.
- By Week 11, your final results for each unit are entered into the student system.
- In Week 12, the Student Services Officer (SSO) Team reviews attendance and grades to identify students who may benefit from additional support.

This helps us make sure you're progressing well and, if needed, we can work with you to put a support plan in place.

## Identifying Students 'At Risk' – Intervention Support Levels

If you are having difficulties with attendance or assessments, you may be identified as an 'At Risk' student. This simply means we want to provide you with extra help to get back on track. There are three levels of support depending on your situation:

### Level 1 – Early Support

Who this applies to:

You have missed any of your classes during the term.

What happens next:

- You'll receive a Level 1 At Risk Letter (CP01) and an Intervention Plan.
- You must read through this plan to develop goals to help you get back on track with your course.
- Once you determine what interventions to put in place, including the supports you require, you must sign and return the Intervention Plan to [studentservices@ae.edu.au](mailto:studentservices@ae.edu.au) within five (5) business days.
- This is so we can keep track of your progress and provide further support, should you require it.

### Level 2 – Continued Support

Who this applies to:

You've been marked Not Yet Competent (NYC) in any assessment during the study period, or did not respond to Level 1 support.

What happens next:

- You'll receive a Level 2 At Risk Letter (CP02) and be added to the At Risk Register.
- You will receive a link to a Self-Assessment, which will help your Course Coordinator determine reasons for being considered 'At Risk'.
- You'll need to book a meeting with your Course Coordinator within five (5) business days.
- A Formal Intervention Plan will be developed with the Course Coordinator, which will include strategies to support you.
- You will be required to sign the form and it will be stored on your Student Portal so you can refer to it at any time.
- You will have short weekly check ins with your Trainer to ensure you are getting back on track.

### **Level 3 – Serious Concern**

Who this applies to:

You haven't responded to earlier Intervention Plans, or you've had two terms in a row with NYC results or your attendance has fallen under 80% for two consecutive terms.

What happens next:

- You'll receive an Intention to Report Letter (CP04) and remain on the At Risk Register.
- Your situation will be reviewed by AE's Risk and Compliance Team, who will inform the Dean and your case will be included in a report to the Student Progress Committee.
- If there is no improvement or you choose not to appeal (or your appeal is unsuccessful), you may receive a Notice of Enrolment Cancellation (CP05).

### **How We Support You**

If you are identified as needing support, we will work with you to develop a plan that suits your individual needs. Your Formal Intervention Plan (FIP) may include one or more of the following:

- Study support or Tutoring sessions (such as the P2S program)
- Weekly check-ins with your trainer
- Workshops on topics like time management or study skills
- Referrals to counselling or wellbeing services
- A reduced study load or updated timetable
- Links to other support services to help you thrive

Remember: our goal is to help you succeed. If you ever feel unsure or overwhelmed, reach out to your Course Coordinator, trainer or Student Services. We're here to support you.

You will have 20 working days to appeal this decision under AE's Complaints and Appeals Policy.

### **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 six 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 six 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](mailto: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 completion certificate. 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 cannot attend, you may request to have your certificate sent to you.

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

## SECTION 9: STUDENT REPRESENTATION

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### 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**

<b>Document Name</b>	VET Student Handbook
<b>Document Number</b>	7.2.3
<b>Purpose</b>	To provide students with generic information about studying VET courses at AE.
<b>Audience</b>	Prospective and Current Vocational Education and Training Students
<b>Category</b>	Representation, Information and Information Management
<b>Subcategory</b>	Information for Prospective and Current Students
<b>Approval Date</b>	23/02/2021
<b>Effective Date</b>	23/02/2021
<b>Last date of endorsement</b>	13/04/2023
<b>Next Review Date</b>	10/09/2025
<b>Policy Advisor</b>	Provost
<b>Approving Authority</b>	Teaching and Learning Committee

**Change Log**

<b>Date</b>	<b>Version</b>	<b>By</b>	<b>Notes</b>
2019	190205	KS	Updated
2025	1.0	MF	No notes
11/08/2025	2.1	NW	Update to generic student handbook, alignment with new RTO standards. Updated Course Progress procedures



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