



**ACKNOWLEDGE**  
EDUCATION

*ELICOS*

*Student Handbook*

*2026*

## TABLE OF CONTENT

WELCOME MESSAGE FROM THE CEO .....	3
WELCOME MESSAGE FROM THE ELICOS COORDINATOR.....	4
ABOUT ACKNOWLEDGE EDUCATION.....	4
OUR MISSION .....	5
OUR VISION AND PURPOSE .....	5
OUR VALUES .....	5
POLICIES AND PROCEDURES .....	6
INFORMATION ABOUT YOUR ENROLMENT .....	18
COURSE INFORMATION (HSP).....	18
COURSE INFORMATION (GE, EAP) .....	23
LIVING IN MELBOURNE .....	26
EMERGENCY CONTACT INFORMATION .....	32



## WELCOME MESSAGE FROM THE CEO

---

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 teachers 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

## WELCOME MESSAGE FROM THE ELICOS COORDINATOR

---

Dear Students,

It is a pleasure to welcome you to our learning community at AE. Our teaching and academic staff are dedicated to creating a respectful, supportive and engaging environment where you feel encouraged to participate, learn, and grow.

We believe that immersive and enjoyable learning experiences help students build confidence and achieve their goals. Our team will support you throughout your studies, monitor your progress and guide you every step of your academic journey.

My team and I look forward to supporting you as you make the most of your time at AE and in Melbourne. We hope your experience with us is both rewarding and inspiring, and that you enjoy every opportunity to learn, explore and thrive!

Shilpa Shet  
ELICOS Coordinator

## ABOUT ACKNOWLEDGE EDUCATION

---

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

With over 30 years of experience as a leading ESL provider, AE is proud to deliver high-quality English courses designed to make your learning journey enjoyable, meaningful, and unforgettable. Our programs have been endorsed by NEAS for more than 25 years, reflecting our commitment to excellence in education.

At AE, we offer a wide range of courses to meet your goals:

- English for Secondary schools (High School Preparation-HSP): For young learners to develop their English skills and academic confidence, enabling a confident transition into Australian high schools.
- General English (GE): Strengthen your everyday English skills in fun and interactive classes.
- IELTS Preparation: Get ready to achieve your best results with targeted support.
- English for Academic Purposes (EAP): Prepare confidently for university studies.

Our highly qualified and experienced teachers make learning engaging, lively, and tailored to help you succeed.

Learning at AE is about more than just English. We proudly champion Australian democratic values, promoting equality, respect, and the rights and freedoms that make our society unique. We believe in a welcoming, inclusive community, where every student is valued

We also focus on continuous improvement, actively seeking your feedback through surveys and discussions to make sure your experience at AE is the best it can be.

From all of us at AE, we hope you enjoy your time in Melbourne and make the most of this exciting, immersive educational journey!

## OUR MISSION

---

“Equipping students to achieve their goals through quality education.”

## OUR VISION AND PURPOSE

---

- **Empowerment Through Education**  
At our core, we are dedicated to empowering students to achieve their dreams through guidance and education
- **Holistic Approach**  
We nurture well-rounded individuals, fostering academic, personal, and social growth through our values of integrity, inclusivity, and student-centricity. We strive to ensure students are heard, valued, and prepared.
- **Career-Ready Graduates**  
We prioritise real-world skills, collaboration, and resilience to help students achieve their goals. Our experienced staff, supportive community, and practical curriculum prepare students for impactful careers.

## OUR VALUES

---

- **Accountability:**  
Demonstrates responsibility for their learning and actions, meets commitments, and takes ownership of both successes and challenges.
- **Agility and Innovation:**  
Shows adaptability in learning, embraces new ideas, and finds creative solutions when faced with change or challenges.
- **Collaboration:**  
Actively works well with others, contributes positively to group work, and values different perspectives to achieve shared goals.
- **Integrity:**  
Acts with honesty, fairness, and respect in all academic work and interactions, upholding strong ethical standards.
- **Student-Centric Commitment:**  
Demonstrates dedication to their academic journey by engaging fully in learning opportunities and seeking to achieve their personal best.
- **Inclusivity:**  
Promotes a welcoming and respectful environment, values diversity, and ensures others feel included and heard.

## POLICIES AND PROCEDURES

---

Acknowledge Education (AE) is a part of Acknowledge Education and works under AE Policy and Procedures. These policies and procedures govern the way you, your teachers, and the management of AE approach, manage and respond to your learning environment. It is important that you read and understand the policies to ensure you comply with Acknowledge Education's expectations of you and the rights you have as a student.

Policies and Procedures are constantly being reviewed and updated based on our quality enhancement and compliance frameworks. Therefore, to ensure their currency, documents are not reproduced in this handbook. You can access the documents online at: <http://www.acknowledgeeducation.edu.au/policies-and-procedures/>

You should pay attention to the following policies:

- International Student Enrolment Policy
- Access, Diversity and Equity Policy
- Child Safety and Wellbeing Policy
- Privacy Policy
- Provider Transfer Policy
- Critical Incident Policy and Procedures
- Complaints and Appeals Policy and Procedures
- Deferment, Suspension and Cancellation Policy
- Refunds Policy
- Attendance Monitoring ELICOS Policy and Procedure

### CHANGE OF ADDRESS

Upon arriving in Australia, you are required to advise AE of your residential address, telephone number and emergency contact details. You must also notify AE of any subsequent changes to your residential address.

This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000, AE is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance.

Where AE has approved your welfare and accommodation arrangements, you are required to obtain school approval for any changes to these arrangements.

It is your responsibility to ensure that you always update your address details at AE to ensure you receive important information about your course, fees and possible issues with your student visa.

Additional information on student visas is available on the Department of Home Affairs website: [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au).

### FEES

Please see <http://www.acknowledgeeducation.edu.au/policies-and-procedures/> for a complete list of all fees and charges.

As part of our commitment to continuous care, AE Student Support Services can be utilised by students at no additional cost. It should be noted, however, that when AE refers students to external agencies or organisations, students might be required by those external bodies to pay service fees.

## TUITION PROTECTION SERVICE (TPS)

Where AE is unable to deliver a course (or an agreeable alternative course) for which an international student has pre-paid tuition fees, the TPS will ensure that the student can complete their studies with another education provider or receive a refund of their unspent tuition fees.

## STUDENT SUPPORT SERVICES

We aim to provide the highest level of support possible for students before, during and on completion of your studies here at AE. Our student support officers are committed to assisting you with any queries you have both academically and related to welfare. Before commencing study with AE, students can directly contact the following officers for support services or for more information:

Administration and Course Officers	Student Recruitment
AE Registrar Tel: (+613) 9663 3399 Email: <a href="mailto:registrar@ae.edu.au">registrar@ae.edu.au</a>	Huong Pham Tel: (+613) 9663 3399 Email: <a href="mailto:huong.pham@ae.edu.au">huong.pham@ae.edu.au</a>
Jannah Aziz (Acting Head of School & VCE Coordinator) Tel: (+613) 9663 3399 Email: <a href="mailto:Jannah.Aziz@ae.edu.au">Jannah.Aziz@ae.edu.au</a>	Lucy Li Tel: (+613) 9663 3399 Email: <a href="mailto:lucy.li@ae.edu.au">lucy.li@ae.edu.au</a>
Shilpa Shet, ELICOS Coordinator / Manager Tel: (+613) 9663 3399 Email: <a href="mailto:Shilpa.Shet@ae.edu.au">Shilpa.Shet@ae.edu.au</a>	Indika Ferdinando Tel: (+613) 9663 3399 Email: <a href="mailto:indika.ferdinando@ae.edu.au">indika.ferdinando@ae.edu.au</a>
WENDY WANG, International Student Coordinator Tel: (+614)07 507 902 Email: <a href="mailto:wendy.wang@ae.edu.au">wendy.wang@ae.edu.au</a>	
JANET YOONG, Homestay/Welfare Support Officer Tel: (+614)17 286 370 Email: <a href="mailto:homestay@ae.edu.au">homestay@ae.edu.au</a>	
Lenni Hui, Campus Administrator Tel (+613) 9663 3399 Email: <a href="mailto:Lenni.Hui@ae.edu.au">Lenni.Hui@ae.edu.au</a>	

## WELFARE AND ACCOMMODATION ARRANGEMENT POLICY

If you are under the age of 18, you are required to maintain adequate welfare and accommodation requirements as a condition of your student visa. If you are not under the care of a parent or suitable relative, as defined by the Department of Home Affairs, your accommodation arrangements must be approved by Acknowledge Education.

If you are under the age of 18, you are also required to have a responsible adult who is over the age of 25, nominated by your parents and approved by Acknowledge Education. Acknowledge Education offers additional Student Welfare services through its Your Care Team division.

If you are under 18 years of age and studying Year 11 or 12 VCE, you are required to appoint a responsible adult and submit a Nomination of Accommodation and Responsible Adult Form.

You can choose your own responsible adult, or to appoint a care team.

“Your Care Team” will provide:

### General Support Services

- Regular visits with students to ensure your academic, emotional, cultural, social and spiritual needs are met
- Financial supervision and guidance
- General assistance in matters relating to appointments, banking, insurance, and memberships.

### Academic Care

- Orientation programs that meet your requirements
- Regular contact with the school to ensure academic progress and comfort within the school environment
- Regular submission of school reports and other relevant details to parents overseas
- Relaying any of your parents' concerns or interests to the school.

### Emergency Assistance

- Provides 24-hour on-call 'Care Team' assistance, including emergency first aid and first-language counselling
- Contacts your parents and establishes a communication channel that can be used in the event of any emergency.

## CONSULTATION

AE has an open-door approach in its dealings with students. Students are always welcome and are encouraged to speak to the relevant staff member of the centre when they have an issue or concern. This enables staff and teachers to proactively refer students to the appropriate services more efficiently and effectively.

The following table illustrates the types of specific academic support provided to AE students. These services are in addition to the general support services provided to all students by AE's open-door approach relating to student consultations. This means, provided that the relevant staff member is not busy or unavailable, you can always come and talk to them.

## Academic Team

### Contact:

Head Teacher: Khaing Mar: [Khaing.Mar@ae.edu.au](mailto:Khaing.Mar@ae.edu.au)

ELICOS Coordinator: Shilpa Shet: [Shilpa.Shet@ae.edu.au](mailto:Shilpa.Shet@ae.edu.au)

**Availability:** Monday–Friday

**Accessibility:** Open-door approach or by appointment

### Areas of consultation include:

- Academic progress and support;
- Access to additional academic resources;
- Adjusting to life in Australia;
- Attendance and behaviour;
- General wellbeing and support;
- Homestay issues;
- Orientation program;
- School pathways and visits.

### Homestay/Welfare Support Officer

**Availability:** Monday-Friday

**Accessibility:** Open-door approach or by appointment: [homestay@ae.edu.au](mailto:homestay@ae.edu.au);

### Student Welfare Services

**Contact :** International student Coordinator

**Availability:** Monday-Friday

**Accessibility:** Open-door approach or by appointment: [wendy.wang@ae.edu.au](mailto:wendy.wang@ae.edu.au)

*\*If you are under YCT program and need emergency assistance, you may contact Wendy Wang outside of office hours.*

### Areas of consultation include:

- Emergency Assistance
- Incident Reporting- critical accident, scams or physical safety concerns
- Direct-billing doctors booking; OHSC claims
- Orientation – Assistance with setting up local bank account open, SIM cards
- Accommodation issues
- Culture Shock & counselling- dealing with severe homesickness, social isolation and mental health struggles

Full-time staff are available at the centre when they are not teaching.

## STUDENT COUNSELLING

Australian Counselling Service (ACS) is the clinical counselling division of the Australian Institute of Professional Counsellors (AIPC). As a highly regarded provider of Counsellor education, AIPC established ACS to provide high-quality counselling services to clients from all backgrounds. ACS's mission is to make quality mental health care services available to everyone. AIPC and ACS look forward to supporting mental health and awareness.

As an Acknowledge Education student, you can book your online session by visiting this link <https://www.acscounselling.com.au>, calling 1300 374 033, or emailing [info@acscounselling.com.au](mailto:info@acscounselling.com.au)

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

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



**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



## OTHER SUPPORT

### Lifeline

Phone: 13 11 14

Website: [www.lifeline.org.au](http://www.lifeline.org.au)

Lifeline is staffed by trained volunteer telephone counsellors who are ready to take calls 24 hours a day, any day of the week from anywhere in Australia. Anyone can call Lifeline. The service offers counselling that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

### Kids Helpline

Phone: 1 800 55 1800

Website: [kidshelpline.com.au](http://kidshelpline.com.au)

Like Lifeline, Kids Helpline is specifically geared towards young people aged 5 to 25. They offer a variety of topic-specific resources to help you cope with such issues as anxiety, depression, peer pressure and bullying. Counsellors are available 24/7 to listen and guide you through whatever may be troubling you. You can connect with them via phone, email or chat.

### **Nurse-on-Call**

Phone (Victoria): 1 300 60 60 24

Website: [www.ambulance.vic.gov.au/campaigns/nurse-on-call](http://www.ambulance.vic.gov.au/campaigns/nurse-on-call)

Nurse-on-call is a phone service that provides immediate, expert health advice from a registered nurse 24 hours a day, seven days a week for non-emergency health advice. (If you have an emergency, call 000 or go to an emergency department at a hospital.)

### **Translating and Interpreting Service (TIS)**

Phone: 13 14 50

Website: [www.tisnational.gov.au](http://www.tisnational.gov.au)

The Australian Government provides a Translating and Interpreting Service (TIS) for non-English speakers and for English speakers needing to communicate with them. It is available to any person or organisation in Australia requiring interpreting assistance. TIS is available 24 hours a day, 7 days a week, and is accessible from anywhere in Australia for the cost of a local call.

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

- **Beyond Blue** aims to increase awareness of depression and anxiety and reduce stigma. Call 1300 22 4636, 24 hours/7 days a week, chat online or email.
- **Kids Helpline** is Australia's only free 24/7 confidential and private counseling service specifically for children and young people aged 5 – 25. Call 1800 55 1800.
- **Lifeline** provides 24-hour crisis counselling, support groups and suicide prevention services. Call 13 11 14, text 0477 13 11 14 or chat online.
- **MensLine** Australia is a professional telephone and online counselling service offering support to Australian men. Call 1300 78 99 78, 24 hours/7 days a week, chat online or organise a video chat.
- **Suicide Call Back Service** provides 24/7 support if you or someone you know is feeling suicidal. Call 1300 659 467.
- **1800RESPECT** (National Sexual Assault, Domestic Family Violence Counselling Service): Call 1800 737 732
- **Headspace**: Call 1800 650 890 Headspace is a mental health organization that provides support and resources for young people aged 12 to 25 in Australia. It offers a range of services to help with mental health concerns, including counseling, information, and access to online tools and resources.

### **These services are open 7 days a week between certain hours:**

- **QLife** provides nationwide telephone and web-based services for lesbian peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships. Call 1800 184 527, 3pm – 12am (midnight) AEST/7 days a week.
- **Blue Knot Foundation Helpline** is the National Centre of Excellence for Complex Trauma. It provides support, education and resources for the families and communities of adult survivors of childhood

trauma and abuse. Call 1300 657 380, Monday – Sunday between 9am – 5pm AEST or via email [helpline@blueknot.org.au](mailto:helpline@blueknot.org.au).

- **Butterfly Foundation's National Helpline** is a free, confidential service that provides information, counselling and treatment referral for people with eating disorders, and body image and related issues. Call 1800 33 4673, 8am-midnight AEST / 7 days a week, chat online or email.
- **eheadspace** provides free online and telephone support and counselling to young people 12 – 25 and their families and friends. Call 1800 650 890, 9am – 1am AEST / 7 days a week, chat online or email.

**These services operate Monday to Friday:**

- **MindSpot** is a free telephone and online service for people with anxiety, stress, low mood or depression. It provides online assessment and treatment for anxiety and depression. MindSpot is not an emergency or instant response service. Call 1800 61 44 34.
- **FriendLine** supports anyone who's feeling lonely, needs to reconnect or just wants a chat. You can call them Monday to Friday 6pm–8pm AEST on 1800 424 287, or chat online with one of their trained volunteers. All conversations with FriendLine are anonymous.
- **SANE Australia** provides support to anyone in Australia affected by complex mental health issues, as well as their friends, family members and health professionals. Call 1800 18 7263, 10am – 10pm AEST (Mon – Fri), or chat online.

You can find more information about other services on our website [www.acknowledgeeducation.edu.au](http://www.acknowledgeeducation.edu.au).

**GENERAL DESCRIPTION OF FACILITIES**

AE makes education easy and appealing for its students. Our Melbourne City campus is a specially designed and visually stunning environment, conveniently located in the heart of cosmopolitan Melbourne, just five minutes' walk from Parliament Station, and with a tram stop at the front door. It is also the location of AE's head office, meaning the answers to all your questions are right where you are!

Melbourne (Exhibition St Campus)	Facilities	Additional comments
Level 4	<ul style="list-style-type: none"> <li>• Classrooms</li> <li>• Disabled toilet/shower</li> </ul>	Levels 4 and 5 are for <b>under 18 students only</b> .
Level 5	<ul style="list-style-type: none"> <li>• Classrooms</li> <li>• Student kitchen and microwaves</li> <li>• Student lounge and eating area</li> <li>• Academic staff office</li> <li>• Student library</li> </ul>	
Level 9	<ul style="list-style-type: none"> <li>• Reception</li> <li>• Disabled toilet/shower</li> </ul>	

We ask that you respect our school policy of not eating or drinking in the classrooms and hallways. You are permitted to drink water in the classrooms, but please consume all other food and beverages in the designated eating areas.

## **PROPERTY**

### **Care of Property:**

As members of our school community, all students have an obligation to respect school property. Any student caught misusing, vandalising or destroying school property will be held accountable and may be required to pay reparations.

Students (and their parents/guardians) are responsible for the care of their personal property, including laptops. The College cannot accept responsibility for any items that are lost, damaged, or stolen. Teachers will support students in caring for their belongings; however, it is essential that all equipment and clothing are clearly labelled

It is expected that all students will show respect for the property of others, including the property of the College. Students who wilfully contribute to the damage or loss of another's property will be asked to replace that item or items. Theft is a crime, and students found guilty of this action may be suspended or expelled. Police may be notified at the discretion of the Head of School.

**Do not bring unnecessary and valuable property to school.:** Students are discouraged from bringing valuables to school. This includes large sums of money; expensive jewellery and any electronic devices not related to your educational needs. Please be aware that any items that you choose to bring to school are your responsibility to look after.

## **HEALTH AND SAFETY ON CAMPUS**

### **Emergencies**

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

### **Evacuations & Lockdowns**

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

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

### **Fire and Safety Evacuation**

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

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

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

On hearing the alarm bells ALL students and staff must:

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

- Once all clear has been declared the Fire Department, the campus Fire Warden will advise that you can enter the building.

## **STUDENT CODE OF CONDUCT**

Student welfare is of utmost concern to all staff at AE. Students achieve greater success in a supportive and comfortable environment and here at AE we aim to provide that exact environment where students can achieve their best academically as well as fostering positive personal development.

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

1. Students must treat AE's staff and other students fairly, with respect and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
2. Students must ensure the safety and cleanliness of the study environment.
3. Students must not intimidate or attempt to intimidate AE's staff and other students.
4. Students must not damage or misuse AE's property and other students' property.
5. Students must not use mobile phones during class times.
6. Students must not attend class whilst under the influence of alcohol.
7. Students must not smoke or vape on the school premises.

Students are also expected to:

1. Inform themselves of, and comply with, all relevant laws and AE's policies and procedures.
2. Not engage in any activity that is illegal under the laws of the Commonwealth of Australia, any of its states or territories, or engage in any activity that may be considered unlawful within these jurisdictions.
3. Participate constructively in the learning process and experience.
4. Inform themselves of their courses and their unit requirements, as well as their individual academic progress.
5. Use facilities and services in an honest and responsible manner.
6. Recognise that cheating, plagiarism and fabrication or falsifications of data are not acceptable and will be dealt with seriously.
7. Recognise, embrace and promote diversity.
8. Adhere to the proper use of copyrighted material and the Internet.

Corresponding to the above-mentioned standards stipulated in the Code of Conduct, AE's students are afforded the following rights:

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

## **Welfare and Accommodation Arrangement (CAAW) Policy**

Students under the age of 18 are required to maintain adequate welfare and accommodation requirements as a condition of their student visa. Where a student under the age of 18 isn't in the care of a parent or suitable

relative, as defined by the Department of Home Affairs, their accommodation arrangements must be approved by the school.

It is Acknowledge Education policy that all students, both over and under the age of 18 are required to have a guardian / responsible adult who is over the age of 21, nominated by the student's parents / legal guardian and approved by Acknowledge Education. Guardianship Australia is Acknowledge Education's preferred guardianship service provider. Acknowledge Education will require students to be engaged in Guardianship Australia services if the student is having social, attendance or academic problems.

All students aged 18 years and over studying the HSP and VCE course are strongly encouraged to reside in Acknowledge Education-approved accommodation while undertaking their studies. Acknowledge Education - approved accommodation provides a safe and supportive living environment, enabling students to focus on their studies while ensuring access to appropriate welfare support and assistance when needed. It also allows the College to maintain effective communication with students and respond promptly to wellbeing or safety concerns. Acknowledge Education considers Acknowledge Education approved accommodation to be the most suitable option to support student safety, wellbeing, and successful completion of studies.

## Complaints and Appeals

Acknowledge Education provides to students an efficient, fair and confidential process to resolve both their academic and non-academic disputes and grievances. Students are required to send an email to the complaints team on [studentcomplaints@ae.edu.au](mailto:studentcomplaints@ae.edu.au) or to meet with a school staff member.

Please refer to Acknowledge Education Complaints and Appeals Policy and Procedures: <https://www.acknowledgeeducation.edu.au/policies-and-procedures/>

## Student Bullying and Harassment

Acknowledge Education is committed to providing a positive teaching and learning culture where students, staff and members of the school community can feel safe and supported.

Mutual respect, consideration and acceptance of individual differences are core values of Acknowledge Education. The schools do not tolerate bullying or harassment in any form. Such behaviour is treated as a breach of the Student Code of Conduct.

### What is Bullying?

Bullying is repeated, unreasonable behaviour directed toward another person, or group of people, that creates a risk to health and safety. In the school environment it can include, but is not limited to, behaviours such as:

**Verbal:** name-calling, put downs, teasing, use of offensive language, use of derogatory comments, continual criticism.

**Visual:** offensive notes, emails, SMS, MSN, texting, drawings, pictures or photographs (including electronic), graffiti, rude gestures, personal websites that contain derogatory information about others.

**Physical:** hitting, punching, kicking, scratching, pinching, tripping, spitting, shoving, stand over tactics, invasion of personal space, stealing, hiding or damaging another's possessions, unwanted actions (e.g., poking with a pencil).

**Social:** ignoring, excluding, alienating, targeting people as a result of their race, gender, or religion, asking inappropriate questions or making inappropriate comments about a person, manipulating friendships.

**Psychological:** spreading rumours, stalking, making someone feel uncomfortable.

**Sexual:** touching or brushing against someone in a sexual manner, sexually orientated jokes, writing, drawing or making inappropriate statements about a person's body, use of rude names, inappropriate comments about a person's morals, uninvited invitations of a sexual nature. In the school environment bullying can occur between:

- Students
- Teachers
- Students and teachers
- Parents and teachers
- Parents and students

**Bullying is not an acceptable part of our learning culture.**

### **What is Harassment?**

Harassment is an unwanted behaviour and can take many forms. It may involve inappropriate actions, behaviour, comments or physical contact that is objectionable or causes offence.

It is important to note that:

It is irrelevant at law as to whether or not the inappropriate behaviour was intended.

It is also important to understand that:

It is the person being subjected to the behaviour who determines whether the behaviour is welcome or unwelcome.

Harassment may be seen to have occurred if the behaviour makes the victim feel:

- offended and humiliated;
- intimidated or frightened;
- uncomfortable in the College environment.

Students who experience bullying or harassment should immediately report the matter to a teacher or other staff member. Action will be taken in accordance with the 'non-compliance' provisions of the Student Code of Conduct.

### **NON-COMPLIANCE**

Students should note that non-compliance with the Student Code of Conduct will result in an investigation by AE. The following procedures will be followed:

#### **Step 1:**

A member of the AE staff will contact students in the first instance to discuss the issue or the non-compliant behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included in the student's personal file.

If the issue or the behaviour constitutes a gross breach of the Code of Conduct, the student will be excluded from his or her class (or suspended) in accordance with the AE Deferment, Suspension and Cancellation Policy.

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

## Step 2:

Where the issue or behaviour continues, students will be invited for a personal meeting with the principal or the course coordinator to discuss it further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file.

## Step 3:

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

After the three steps in the discipline procedure have been followed, should the issue or behaviour still continue, the student will be notified in writing of the intention to report the student and their enrolment will be cancelled.

At any stage of this procedure, students are able to access the [Complaints and Appeals Policy](#) to settle any disputes that may arise.

Acknowledge Education's Policies and Procedures are important and govern how AE functions. You should make sure you read and understand them. You may access up-to-date versions online at: [ae.StudentPortal.com.au/Publics/PublicPages/DocView.aspx](http://ae.StudentPortal.com.au/Publics/PublicPages/DocView.aspx)

## ATTENDANCE

- Please refer to the policy section of the Student Portal for the complete policy.
- if you are sick and are going to be absent, you should *go to the doctor and obtain a medical certificate*. Give this certificate to the Head Teacher or Manager.
- **If you are under 18** and are unable to attend school, your parents/homestay must call or email the school in the morning stating the reason for your absence.

### **Attendance Warning Procedure**

1. If you do not come to school regularly and your attendance falls **below 95%**, a **warning letter** will be emailed to you.
2. If you continue to be absent and your attendance falls **below 90%**, a **second warning letter** will be emailed to you. You will be required to meet the Head Teacher or Manager to explain the reason for non-attendance.
  - You will be counselled and offered any necessary support.
  - You may have to agree to do catch-up study or change your accommodation or welfare arrangement.
3. If you continue to be absent and your attendance falls **below 85%**, a **third warning letter** will be emailed to you. You will again be required to meet the Head Teacher or Manager to explain the reason for non-attendance.
  - You will be counselled and offered any necessary support.
  - You may have to agree to do catch-up study or change your accommodation arrangements.
4. If your attendance falls **below 80%**, you will be emailed and given a **Letter of Intention to Report** detailing Acknowledge Education's intention to report you to the Department of Home Affairs for breaches of your student visa. *This can result in you being sent back to your home country.*
5. You have 20 days to appeal AE's intention to report you. Refer to the Complaints and Appeals Procedures in Student Portal or speak to your program manager for more information if you wish to do this.

\*If you are under 18, your pathway school and parents/homestay will also be notified each time you receive a warning letter.

Please refer to Acknowledge Education's Student Progress and Attendance Monitoring Policies and Procedures at <https://www.acknowledgeeducation.edu.au/policies-and-procedures/>

## INFORMATION ABOUT YOUR ENROLMENT

---

As an ELICOS student, you are enrolled in a program to improve your English, including General English, IELTS Preparation, or English for Academic Purposes (EAP). Students under 18 may join the High School Preparation (HSP) program to prepare for Australian secondary school. Your enrolment includes lessons, assessments, and support to track progress. Regular attendance and participation are essential. Completing your program can provide pathways to further English study, academic courses, or mainstream secondary school.

## COURSE INFORMATION (HSP)

---

### *English for Secondary Schools: High School Preparation (HSP)*

#### Course overview:

The High School Preparation (HSP) Program is designed for international students aged 12–18 who are preparing to enter mainstream secondary schools in Australia. It develops the academic English, study skills, and cultural understanding needed to succeed in the Victorian education system and supports a smooth transition into high school.

Students build proficiency in reading, writing, listening, and speaking, while developing academic skills through subject-based learning in areas such as mathematics, science, and humanities. This integrated approach strengthens both language and content knowledge required for mainstream classes.

In addition to language development, the program helps students build essential skills for success in an Australian high school environment. These include study skills such as note-taking, organisation, and research; presentation and independent learning skills; critical thinking; and the confidence to actively participate in classroom activities.

The program goes beyond traditional English learning, offering a dynamic and supportive learning experience that builds confidence and real-world communication skills. Students also participate in excursions and cultural activities, helping them apply their learning in authentic contexts

The program aims to help students:

- ◆ Develop strong academic English skills
- ◆ Build confidence and independence
- ◆ Gain the skills needed for success in Australian schools
- ◆ Transition smoothly into mainstream high school education

#### Course Description:

- ◆ **25 hours per week** of interactive, face-to-face classes (**Monday to Friday**)
- ◆ Structured **10-week levels** to support steady progress
- ◆ Tailored learning: Age /level-appropriate lessons, tasks, and assessments
- ◆ **Diagnostic assessment** for accurate placement
- ◆ Focus on both general and academic English
- ◆ **Interactive lessons** supported by educational technology for engaging (individual and group) learning

- ◆ **Regular progress monitoring and feedback.**

### **Extracurricular Activities:**

The following extracurricular activities are available for HSP students, providing opportunities to enhance learning and engage socially:

- ◆ **Excursions:** Explore the city every 5 weeks with teacher-led trips.
- ◆ **School Clubs:** Optional clubs based on student interests, including Conversation/Australian Slang, Art & Music, Book Club, and more.
- ◆ **Academic Support:** Extra classes available for students at both lower and higher levels.
- ◆ **Cultural & Social Activities:** Regular events to connect with peers, celebrate, and experience Australian culture.

### **Class Timetable:**

Time	Activity
9:00am – 10:30am	Session 1
10:30am – 10:45am	Break
10:45am – 12:00pm	Session 2
12:00pm – 12:45pm	Lunch break
12:45pm – 2:00pm	Session 3
2:00pm– 2:15pm	Break
2:15pm – 3:15pm	Session 4

### **Pathways to High School**

We support students in transitioning to **Government and Catholic/ Independent secondary schools** and help ensure they are ready to succeed in their new school environment.

Pathway Support Includes:

- Regular communication with pathway schools to keep them informed of student progress, including reports, attendance, and behaviour.
- Visits from school representatives (International student coordinator), giving students the opportunity to meet staff and learn about their new school.
- Readiness assessment to determine if students are prepared for the year level they will join, including academic skills, English proficiency, and classroom confidence
- Guidance and support to help students develop the skills, knowledge, and confidence needed for a smooth transition into mainstream high school.

## Assessments:

### INITIAL ASSESSMENT

All students complete an **Initial placement test (diagnostic assessment)** before the start of the course. This assessment determines the students' **English proficiency level** and ensures they are allocated to the appropriate class for targeted support. An **initial report** is then provided to the student's family and, pathway school (information provided by the student).

The table below shows how the program's English proficiency levels correspond to international standards—the CEFR (Common European Framework of Reference for Languages) and IELTS bands—to help place students in the appropriate class.

## ENGLISH PROFICIENCY LEVEL TABLE ALIGNED WITH CEFR AND IELTS

English Proficiency Level	CEFR Level	Approx. IELTS Band
Pre-S1 (Beginner)	A1	0.0 – 2.0
S1 (Elementary)	A1–A2	2.5 – 3.5
S2 (Pre-Intermediate)	A2	3.3 – 4.0
S3 (Intermediate)	B1	4.0 – 5.0
S4 (Upper Intermediate)	B2	5.0 – 5.5 / 6.0

### Progress Tests

Progress tests are conducted every 5 weeks, during which students, complete formal assessments across all language skills. During the testing week, students also participate in academic counselling sessions with their teacher. In these sessions, teachers provide individual feedback on test results and class performance, and students work with their teacher to set learning goals and strategies for further development.

### Ongoing Assessments

Students are assessed continuously throughout the course through classwork, participation, tasks, and projects. They also develop and demonstrate key skills such as presentations, debates, and other academic competencies, allowing teachers to monitor progress and provide targeted feedback.

Course(s)	Assessments
English for Secondary Schools	Week 5 & week 10

## **Academic Counselling**

Apart from the regular weekly feedback, during progress test weeks, students meet with their teacher for academic counselling. In these sessions, they receive **individual feedback** on test results and class performance, set/ review their **learning goals**, and discuss **strategies to improve English and study skills**. Academic counselling helps students become reflective, independent learners and ensures they are fully supported in reaching their academic potential, while preparing for success in mainstream high school.

## **Reports**

After each test week, progress reports are finalised and issued the following week. These reports are sent to the student's parents or guardians their pathway school (where information is provided). The reports provide a clear overview of the student's progress, including English language development, academic performance, teacher feedback, and recommendations for improvement. Reports also indicate whether the student is ready to move to the appropriate year level in their high school pathway, helping to support their ongoing learning and success.

Course(s)	Report
English for Secondary Schools	After every 5 <sup>th</sup> & 10 <sup>th</sup> week block

## **Pathway Progress tracking**

Acknowledge Education (AE) monitors all students' course progress to ensure they are on track to achieve their study goals. This is particularly important for students who have a pathway school and/or are in Australia on a student visa.

As part of the High School Preparation (HSP) programme, students' progress is closely monitored to support a smooth transition into mainstream secondary school. Progress is assessed across key skill areas including reading, writing, listening, speaking. Assessment methods may include class tasks, tests, and teacher observations.

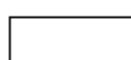

Teachers provide ongoing feedback to help students understand their strengths and areas for improvement. Formal progress reports are issued periodically and shared with students, parents/guardians, and pathway schools (where information is provided).

Students are expected to maintain satisfactory academic progress and attendance. Where concerns arise, the school will provide appropriate support and may implement intervention strategies to help students stay on track.

\*\*\*\*The table below is a guideline for assessing student preparedness for the pathway school. It is intended only as a general guide.

Guideline for Student Preparedness for Pathway School

	Pre-S1	S1	S2 (Less than 5 weeks)	S2 (More than 5 weeks)	S3 (Less than 5 weeks)	S3 (More than 5 weeks)	S4
	Beginner	Elementary	Pre-Intermediate		Intermediate		Upper Int.
Year 7							
Year 8							
Year 9							
Year 10							
Year 11							

 = not prepared  
 = prepared

\*Please note that this is meant only as a guide.

### Homework

Your teacher will give on average one hour of homework each night. It is important that you study at home every night. If you feel that you need extra practice in a particular area, you may request additional homework from your teacher or the Manager.

### Uniform

Your school uniform is the AE green polo top, which you will receive once you commence your studies. You must wear this every day and may not wear any jacket/jumper over it except for the green AE jumper. You may wear any pants/shorts/skirt you like so long as they are an appropriate length.

### Student leave

If you wish to take leave for a holiday or any other purpose during your enrolment, you must obtain permission from the Program Manager well in advance. DO NOT BUY A PLANE TICKET until you have received permission from Acknowledge Education. If you are on a student visa, permission to take leave is only granted on compassionate grounds.

## ENGLISH FOR SECONDARY SCHOOLS RULES

All students in the English for Secondary School program should read and follow these rules carefully:

1. **Be on time.** Do not be late for class. If you are unable to attend school, your parent/homestay will need to call the school or email the Manager that morning to explain the reason for your absence.
2. **Speak only English in the classroom.** Additionally, do not use any bad or offensive language.
3. **Wear your uniform.** You must wear your uniform shirt every day and at all times during school hours. You may not wear any jackets, jumpers or shirts over your uniform except for the AE uniform jumper. Shorts and skirts must be of an appropriate length. Visible tattoos, excessive make-up, unnatural hair colour and any offensive/inappropriate clothing will not be allowed, and you may be sent home.

4. **Be nice and respect school property.** You are to respect all teachers/staff, students, property and facilities at all times. Please keep your desk tidy and do not leave items in the classroom overnight. Bullying, violence, vandalism and stealing will not be tolerated. In the event of a serious incident or ongoing behaviour problem, your enrolment may be terminated.
5. **During class time please give your teacher your mobile phone** (and/or tablet, laptop, earphones/pods smart watch, etc.). In order to ensure that students are fully engaged in the class, your teacher will collect all electronic devices at the beginning of each lesson. You may use a paper dictionary (except during tests), but in general you are expected to practise learning new vocabulary in context. Your devices will be returned to you during break times.
6. **Do your classwork and homework.** Your teacher will normally assign you about 1 hour of homework each night. You are encouraged to ask questions about anything you do not understand.
7. **Eat only in the lunch areas.** You are not to eat or drink anything besides water in the classrooms and hallways. Do not bring takeaway food to school, and please clean up after yourself.
8. **Do not chew gum.** You are not allowed to chew gum anywhere on campus.
9. **Do not smoke.** You are not permitted to smoke anywhere or at any time. If you are caught smoking or smelling of smoke, your parents/homestay and your pathway school will be notified. If you continue to smoke, you may be asked to leave.
10. **Do not copy or plagiarise.** If you are caught copying or plagiarising any assignment, you will be given detention. If you are caught cheating on a test, you will be given a zero (0).

*If you break any of the above rules, your mobile phone will be confiscated for the remainder of the school day. For the more serious offenses, your parents/homestay and high school may be notified. If the behaviour continues, you may be asked to leave the school.*

## COURSE INFORMATION (GE, EAP)

---

### **GENERAL ENGLISH (GE), ENGLISH FOR ACADEMIC (EAP) PURPOSES, IELTS PREPARATION**

**\*\*\* Please note:** [There are currently no intakes for General English, EAP, or IELTS Preparation courses.](#)

At Acknowledge Education, you'll study in a fun, relaxed, and multicultural environment. Our courses help you quickly develop language skills to settle into life in Australia and handle everyday situations with confidence. You will improve your Reading, Writing, Listening, and Speaking through real-life contexts such as working, studying, travelling, or living in Australia.

We support you during your English studies by:

- Offering extra-curricular classes such as conversation clubs and social trips, focusing on speaking and cultural experiences.
- Providing individual support sessions with tailored learning plans covering all language skills, grammar, vocabulary, pronunciation, and punctuation.
- Running academic and language skills workshops.
- Giving access to online learning materials.

- Arranging meetings with academic advisors, student support officers, and program coordinators.

Programs available:

- General English: Offered at Elementary, Pre-Intermediate, Intermediate, and Upper-Intermediate levels. Serves as a stepping stone to English for Academic Purposes (EAP) and IELTS preparation.
- IELTS Preparation: Focused on preparing students for the IELTS test.
- English for Academic Purposes (EAP): More academic and focused on preparing students for further study.

\*\*\* [currently no intakes](#)

## **Course progress and course completion**

### **Class Times**

Time	Activity
9 – 10.45	Session 1
10.45 – 11.00	Break
11.00 – 12.30	Session 2
12.30 – 1.00	Lunch break
1.00 – 2.45	Session 3

### **Homework**

Your teacher will assign you homework to complete most nights. It is important that you attempt the homework, especially if you feel that you need extra practice. You can request additional assignments from your teacher if you would like to study more on your own after class.

### **Reports**

Students enrolled in GE, EAP and IELTS Prep classes will receive a report from their teachers at the end of each 5-week block.

### **Student leave**

If you wish to take leave for a holiday or any other purpose during your enrolment, you must speak with the Program Manager in advance. If you are on a student visa, permission to take leave is only granted on compassionate grounds.

### **Assessment tasks**

- Assessment tasks will cover all four macro skills: Reading, Writing, Speaking and Listening.
- Assessment tasks may include:
  - In-class participation;
  - Homework tasks;
  - Formal and informal class tests;
  - Interview with a staff member;
  - Participation in group activities.

- Your teacher will also be assessing your language skills during class.
- You will make good progress with your English language studies if you use English as much as possible, participate regularly during classes and complete all of your homework, course assignments, tests and activities.
- There are also additional study resources available online and on campus. Simply ask your teacher or program manager to advise you.

### Monitoring course progress

Acknowledge Education will monitor your course progress to ensure that you are on your way toward achieving your study goals. This is especially important for you if you have a pathway school and/or are in Australia on a student visa. Course assessments and reporting will take place at the following times in your course:

Course(s)	Assessment	Report
<b>General English &amp; English for Academic Purposes</b> <b>**No intakes available until further notice</b>	Week 5 & 10	After every 5 <sup>th</sup> & 10 <sup>th</sup> week block
<b>IELTS Preparation</b> <b>**No intakes available until further notice</b>	Week 5 & 10	After every 5 <sup>th</sup> & 10 <sup>th</sup> week block

- If you fail to progress in more than 50% of assessments undertaken, you will be deemed at risk of not meeting course progress and will be required to participate in an intervention strategy.
- If at the end of your course you again fail more than 50% of assessments, you will be issued with an Intention To Report for course progress. You will be able to access the Complaints and Appeals Policy.

### Intervention strategies

If your teacher considers that you are not making satisfactory course progress because your attendance is low or for other reasons, they will meet with you to talk about it or refer you to the appropriate manager.

Your teacher might suggest the following in order to help you improve your English:

- You may be given the opportunity to move to an easier class;
- You may be given extra activities;
- You might have to enter into a learning arrangement with your teacher.

### Graduation

Upon satisfactory completion of your course at Acknowledge Education (including a satisfactory level of attendance), you will receive a graduation certificate.

Students who are about to finish their studies with AE will also have the opportunity to consult their program manager about their study pathways. Acknowledge Education offers the following study pathways for successful English students:

- VCE (secondary school)
- Certificate III
- Certificate IV

- Diploma
- Advanced Diploma
- Bachelor

## LIVING IN MELBOURNE

---

Melbourne is home to over 5 million residents with backgrounds from all over the world. Of all the Australian capital cities Melbourne has an excellent reputation for being a safe place to live with affordable accommodation, transport and shopping.

Melbourne is also famous for its restaurants which offer a wide range of cuisines including Italian, Chinese, Japanese, Korean, Russian, Brazilian, Malaysian, Greek, Indian, Thai, Vietnamese, French, German and Indonesian.

Melbourne has been called the most liveable city in the world. Characterised by a multicultural population and conveniently located on the shores of Port Philip Bay, residents of Melbourne enjoy tree-lined boulevards, parks and gardens. Melbourne has something for everyone all year round. In the warmer months people flock to the beaches and lakes and in the cooler months people enjoy the nearby snowfields.

Melbourne offers a vibrant mix of festivals, live performances, cultural experiences, dining, and unique attractions for locals and visitors alike. Hop on to the “**What’s On Melbourne**” website: [What’s On - City of Melbourne](#) to explore events, activities, and attractions happening across the city. Students can discover cultural festivals, exhibitions, concerts, markets, and other fun things to do in Melbourne, making it easier to enjoy and experience life in the city.

Acknowledge Education is located in the Central Business District of Melbourne. The school is very easily accessible by all forms of public transport including trams, trains and buses, and close to restaurants, cafes and other city facilities. When using public transport students should ensure they have a valid Myki card and follow rules for passengers. International students are not eligible for student concessions.

For student over the age of 18 Full fare Myki cards must always be purchased.

In Victoria, students under 18 can travel for free on public transport using a **Youth myki card**.

Public Transport for Children and Youth

- Free Travel: Children under 18 can travel free on all public transport services, including trams, trains, and buses.
- Youth myki Card: The Youth myki card costs \$5 and is valid until the child turns 18. [Youth myki | Free travel for children under 18 - Transport Victoria](#)

Personal Safety Tips

Melbourne is a safe place for students. However, students must also pay attention to the following tips on how to ensure their safety:

- Travel in groups or with a companion wherever possible
- When walking alone, do not wear headphones, it is better to be alert to what is happening

around you

- Keep valuable items such as mobile phones and laptops out of sight and stay aware of your surroundings when travelling on public transport
- Walk in well-lit areas, avoid dark shortcuts
- If you feel threatened in any way while walking on the street, go to a shop or a house with its lights on (at night) and ask for the police to be contacted
- Outside of peak times and at night, travel in the front carriage of the train nearest the driver
- Check public transport timetables in advance to avoid long waits on platforms

They must also pay attention to how they can ensure safety at home as safety at home is important, no matter where students live:

- Always follow homestay rules for your safety and the safety of others.
- Always keep your doors locked – both when you are home and when you go out
- Lock windows when you go out, or in rooms you are not in while at home
- Do not let strangers into your house
- Be careful of the information you give out to strangers through the internet, on social networking sites, or over the phone. If you are not at home or go on holidays do not make this information available to strangers
- Smoke alarms will alert you to smoke on the property, so don't remove the batteries or tamper with them
- If you live in a rental property, hostel or hotel it's the law to have smoke alarms fitted. If your property doesn't have them, talk to your landlord or real estate agent
- If you come home to find evidence of a break in (broken window or door lock), contact the police from a safe location.

## **HOMESTAY AND ACCOMMODATION ARRANGEMENT**

Homestay is the best way to experience the Australian way of life. Living with an Australian family will help you become immersed in the culture, enjoy the companionship of local people, make new friends, settle into the environment and routines easily, and use your English skills in everyday situations.

Acknowledge Education (AE) uses homestay services provided by the Australian Homestay Network (AHN) from 1st February 2024. The Australian Homestay Network (AHN) delivers global standards for homestay accommodation across Australia. AHN staff, its hosts and affiliates are ambassadors of Australia, interacting with students and visitors from around the world. They embrace their core values, standards, procedures and technologies, which are recognised by the Australian Government. The Australian Homestay Network (AHN) helped develop Australian Homestay Standards and also became the first hosted accommodation provider to be endorsed by the National English Language Teaching Accreditation Scheme (NEAS) in the category of Quality Products and Services (Area O – Homestay Service Providers).

We have a Homestay/Welfare Support Officer based at Exhibition Street Campus in Melbourne and are responsible for approving Parent Nominated Accommodation for students under 18. We will liaise with AHN when necessary.

Do not hesitate to contact the Homestay/Welfare Support Officer at Acknowledge Education if you have any questions concerning your Homestay by emailing to [homestay@ae.edu.au](mailto:homestay@ae.edu.au).

### **Work while you study**

What you need to know before working part time as an international student in Victoria

Working part-time while you complete your course is a great way to earn extra money, meet new people and build your experience ahead of graduation. However, before you start searching for student jobs in Melbourne, there are a few things you need to know.

### **Working on a student visa**

If you hold a Student (subclass 500) visa, you are permitted to work up to 48 hours per fortnight during the semester and unlimited hours during term breaks and holidays. This ensures that you can focus on your learning while gaining valuable work experience. However, it is important that working part time does not interfere with your studies. While employed, you must remain enrolled in your course, meet all attendance requirements and maintain satisfactory academic results.

### **Opening a bank account**

To be paid while working in Australia, you will need to open a bank account. You can [Open a bank account](#) online before arriving in Australia or when you get here.

### **Tax File Number**

You will need to have a Tax File Number (TFN) to work while you are here. Once you have arrived, you can [apply for a TFN](#) through the Australian Taxation Office.

If you are in Australia for more than six months, you will be considered a resident for tax purposes and will have to pay income tax and submit an international student [tax return](#) each year.

### **Police and Working with Children checks**

For some jobs, you may be asked to provide a police check. This is a summary of your criminal history or involvement with the justice system. You can [request a police check online](#) via the Australian Federal Police (AFP).

In jobs where you are in contact with children, such as education or childcare, you must submit a Working with Children Check. This may be required for paid employment, volunteering and internships. You can apply through the [Working with Children Check website](#).

### **Australian Business Number**

Most students will not need an [Australian Business Number \(ABN\)](#) to work in Australia. You are only required to have an ABN if you run your own business or are an independent contractor (e.g. a freelancer, rideshare driver or food courier).

### **What kind of jobs can international students get?**

The best jobs for students are part-time or casual roles. Retail, hospitality and customer service roles are particularly popular, as they usually offer flexible hours to suit your schedule.

In a part-time job, your employer will give you a set number of hours per week, although your shifts can vary. Part-time workers are entitled to paid annual leave and sick leave.

In addition to paid employment, you may have the opportunity to undertake an internship or work integrated learning (WIL) during your studies. These are unpaid positions that allow you to learn practical skills and gain hands-on experience before graduation. You can seek out these opportunities yourself, or you may be placed in one as part of your course. It's important to note that you are entitled to the same workplace rights and protections in unpaid positions like these as you are in paid roles. If you are working part-time in addition to WIL, it's crucial to be mindful about balancing these priorities.

You can seek out these opportunities yourself, or you may be placed in one as part of your course.

### **How to find jobs in Melbourne**

You can find student jobs in Melbourne and across Victoria on employment websites and social channels like LinkedIn and Seek websites.

Education providers also often have their own job boards. These are great places to find jobs for students, as well as graduate roles and internships.

### **Be on the lookout for employment scams**

It's important for new international students in Victoria to be aware of employment scams and take necessary precautions while looking for work. These scams can mislead you about the availability, nature, and terms or conditions of employment, and can cause financial loss and legal issues.

To avoid employment scams, you should research the company before applying for a job and be wary of any job ads that sound too good to be true. Don't provide any personal or financial information unless you're sure the job offer is legitimate. You can also seek advice from the International Student Support team at your institution or the [Australian Government's Fair Work Ombudsman](#).

Remember, if something seems suspicious or doesn't feel right, it's better to be safe than sorry. Don't hesitate to ask questions and seek help to protect yourself from employment scams.

### **Ads can be misleading because:**

- they don't have enough information; or
- they are written to deliberately mislead you, because they want to hide from you what the job really is; or to make you think there's a job when there isn't.
- misleading job and business opportunity ads are unlawful under the [Australian Consumer Law](#). They should be reported to the relevant authorities.

### **You should always find out more information from the employer. For example, you should find out about:**

- the employment status (i.e. would you be a permanent/casual/fixed term employee? Will your hours be full time or part-time? Alternatively, will you be an independent contractor?)
- What type of work you would have to do (i.e. what are your duties)?
- if you would be covered by a Modern Award, Enterprise Agreement or an employment contract
- how much, when, and how you would be paid
- whether the gross pay includes or excludes superannuation
- where the employer operates from, etc.

**You should receive direct answers to your questions. If the employer is avoiding answering any of these questions, then take this as a warning sign.**

**For more information read the Job Watch Fact Sheet.**

Things to watch out for:

- Jobs that aren't real jobs

Misleading income claims

- Training courses disguised as employment
- Contracting jobs disguised as employment
- 'Commission only' jobs
- An instant interview.

## **Employment help and support**

- Looking for more career support? Your educational institution is a great place to start, as many offer career services, workshops, resume assistance and employment advice.
- To learn more about your rights at work, visit the Fair Work Ombudsman's fact sheet on [rights and obligations for international students](#).
- Remember, the team at the [Study Melbourne Hub](#) are always on hand to help. We offer regular [events](#) to build your employability skills and perfect your resume, and our team can also refer you to a [free legal advice service](#) if you have concerns related to your employment conditions.

## **Get legal advice**

Understanding your legal rights and where to seek help and advice

While your time in Melbourne will be filled with new people and new experiences, there may be times when you find yourself in need of legal support or guidance. Whether you need help recovering unpaid wages from your employer, or your landlord has changed your property agreement, there's plenty of help available.

## **Understanding the legal landscape in Australia**

You don't need to be an expert in the law to move to Australia but it's a good idea to understand some basic rules and responsibilities.

Australia's values include fairness, equality, freedom and safety, and there are laws in place to protect these rights. These include laws that prevent discrimination on the basis of race, age, gender or disability, or sexual or gender identity.

Other laws exist to protect workers, renters and those in shared accommodation. If you plan to work while you're in Australia or live in rented or shared housing, it's worth taking some time to read up on the rules that will apply to you.

Of course, it's important to make sure you abide by the law during your time in Melbourne. However, if someone else violates the law or your rights, here are some places to get support.

## **International student support**

At Study Melbourne, we make it easy to get the assistance you need during your time in Victoria. The [Study Melbourne Hub](#) supports students with a range of enquiries and issues including financial hardship, accommodation, wellbeing and mental health, and education provider problems. We also offer free employment and social events, and career development programs, study spaces, information sessions to help you get settled in, and [free legal advice](#) on accommodation and employment.

## Get free legal support

If you're looking for legal support and assistance, the Study Melbourne can provide you with free and confidential guidance on any concern or issue relating to accommodation or employment. [Get free legal advice](#)

## Workplace and employment support

As an international student, you have the same basic rights at work as Australian citizens, including [minimum pay and condition standards](#).

[The Fair Work Ombudsman \(FWO\)](#) is a government body that ensures organisations and employers treat employees fairly and in line with legislation. The FWO website offers ample resources to help you understand employment rules, including fact sheets, calculators and best practice guidelines.

If you have been treated unfairly at work, have experienced bullying or harassment, or have been underpaid, you can [contact the FWO](#) for assistance. You can also learn more about [your working rights as an international student here](#).

## Consumer and rental support

If you have an issue with consumer goods or accommodation, [Consumer Affairs Victoria](#) is there for you. Through this entity, you can find information on a huge range of scenarios, from getting refunds on products or services to buying or selling a car.

The Consumer Affairs Victoria website is a great place to go to [understand your rental rights](#). If something goes wrong with your housing, you can contact them for additional advice.

You can also get in touch with the team at the [Study Melbourne Hub](#), who can also arrange access [to free legal advice](#) on accommodation concerns.

For additional information on your rights as a renter, visit our [your rights when renting](#) page.

For information on scams, visit our [Shopping safely and avoiding scams](#) page.

## Other legal issues

International Students sometimes find themselves in situations where they may require legal advice that relates to:

- Personal safety or family violence intervention orders
- attending court
- Visa issues
- traffic offences
- parking fines.

If you need guidance on where to find free or low-cost legal support, please contact our friendly [Study Melbourne team](#) who will advise where this can be accessed.

## Settling In

International students and their families may experience a wide range of feelings and moods when studying or living in Australia. It is very important that you seek help if you find that the process of cultural adjustment is adversely affecting you.

Should this be the case, you should contact a student support services officer, the Course Co-ordinator or other AE staff member as soon as practicable. You may also refer to the “Student Counselling” section in this prospectus for more information.

## EMERGENCY CONTACT INFORMATION

### EMERGENCY SERVICES IN AUSTRALIA

If you need urgent assistance in Australia (police, fire or ambulance), dial **000**. If you need police assistance but it is not an emergency, call **131 444**. For more information about calling emergency services on 000, visit [www.triplezero.gov.au](http://www.triplezero.gov.au).

### Emergency Contact Information for Under 18 Students

Number	Reason
<b>000</b>	This is the Police, Ambulance and Fire department hotline. Call this number if: <ol style="list-style-type: none"> <li>Someone is seriously injured or in need of urgent medical help</li> <li>If your life or property is being threatened</li> <li>You have witnessed a serious accident or crime</li> </ol>
<b>Responsible Adult Number</b>	This is the number of your responsible adult or the “Your Care Team” adult that is providing you with additional support and welfare services. This is the main person you should speak to in non-life-threatening situations. Call this number if: <ol style="list-style-type: none"> <li>You are scared or confused, and you don’t know what to do</li> <li>You are sick or ill and unable to get to a doctor</li> <li>Other non-life-threatening situation</li> </ol>
<b>9071 3900</b>	This is the number of a school staff member. It should only be called when: <ol style="list-style-type: none"> <li>Someone has made you feel threatened, touched you inappropriately or physically abused you or abused you in another way</li> <li>If you are unable to contact your responsible adult</li> </ol>

**Your Safety**

<p>You have the right to be safe and free from abuse, including at school. Schools and other child-related organisations must follow laws to protect children in their organisations from abuse.</p>	
<p><b>What is child abuse?</b></p>	<p>Child abuse includes:</p> <ul style="list-style-type: none"> <li>• sexual or grooming offences</li> <li>• physical violence</li> <li>• serious emotional or psychological harm</li> <li>• Serious neglect</li> </ul>
<p><b>Who can I talk to about this?</b></p>	<p>If you are worried about child abuse, for you or someone you know, there are people you can talk to. You can call the school at <b>9663 3399</b> and ask for any of the people below, or you can call the AE emergency phone at <b>9071 3900</b>.</p> <p>Tell a teacher or any adult you trust if you feel unsafe. She or he can be a parent or relative, a teacher, or someone at your school. You may want to talk to more than one person.</p> <ul style="list-style-type: none"> <li>- <b>Shilpa Shet</b></li> <li>- <b>Wendy Wang</b></li> <li>- <b>Khaing Mar</b></li> </ul> <p><b>Located on: Level 5, 168 Exhibition Street, Melbourne</b></p>
<p><b>Other useful numbers</b></p>	<p>National Child Abuse Helpline – <b>1800 99 10 99</b>  Kids Helpline – <b>1800 55 1800</b> (<a href="http://kidshelpline.com.au">kidshelpline.com.au</a>)  Headspace – <b>1800 650 890</b> (<a href="http://headspace.org.au">headspace.org.au</a>)</p>

### **Safety Card**

All students under the age of 18 that have had their Accommodation and Welfare Arrangements approved by AE must carry their AE Student Safety Card with the following important information:

1. Your Homestay address, home telephone number and mobile number
2. Acknowledge Education's 24/7 emergency number 9071 3900 and 000
3. Acknowledge Education is regulated by the Victorian Registration and Qualifications Authority (VRQA)  
Students can contact VRQA.

## Additional Contacts and Resources

Emergency Services	Number	Website
Police, Ambulance, Fire	000	<a href="http://www.triplezero.gov.au">www.triplezero.gov.au</a>
Police (non-emergency)	131 444	<a href="http://www.police.vic.gov.au/palolr">www.police.vic.gov.au/palolr</a>
Victoria State Emergency Service	132 500	<a href="http://www.ses.vic.gov.au">www.ses.vic.gov.au</a>
National Security Hotline	1800 123 400	<a href="http://www.nationalsecurity.gov.au">www.nationalsecurity.gov.au</a>

Medical & Dental Services	Number	Website
Nurse-on-call	130060624	<a href="http://www.ambulance.vic.gov.au/campaigns/nurse-on-call">www.ambulance.vic.gov.au/campaigns/nurse-on-call</a>
Medical One	0386637000	<a href="http://www.medicalone.com.au">www.medicalone.com.au</a>
St Vincent's Hospital	0392882211	<a href="http://www.svhm.org.au">www.svhm.org.au</a>
Dental Health Service Victoria	0393411000	<a href="http://www.dhsv.org.au">www.dhsv.org.au</a>
The Royal Melbourne Hospital	0393427000	<a href="http://www.thermh.org.au">www.thermh.org.au</a>
The Royal Children's Hospital	0393455522	<a href="http://www.rch.org.au">www.rch.org.au</a>
The Royal Women's Hospital	0383452000	<a href="http://www.thewomens.org.au">www.thewomens.org.au</a>
The Royal Victorian Eye & Ear Hospital	0399298666	<a href="http://www.eyehandear.org.au">www.eyehandear.org.au</a>
Poisons Information	13 11 26	<a href="http://www.poisonsinfo.nsw.gov.au">www.poisonsinfo.nsw.gov.au</a>

Counselling Services	Number	Website
Kids Helpline (5- to 25-year-olds)	1 800 55 1800	<a href="http://kidshelpline.com.au">kidshelpline.com.au</a>
Lifeline	13 11 14	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
Suicide Help Line Victoria	1300 651 251	<a href="http://www.suiceline.org.au">www.suiceline.org.au</a>
Alcoholics Anonymous	9429 1833	<a href="http://aa.org.au">aa.org.au</a>
Direct Line	1800 888 236	<a href="http://www.directline.org.au">www.directline.org.au</a>
Gambler's Help	1800 858 858	<a href="http://gamblershelp.com.au">gamblershelp.com.au</a>
Pregnancy Help Line	1300 139 313	<a href="http://pregnancyhelpaustralia.org.au">pregnancyhelpaustralia.org.au</a>
Abortion Grief Counselling	1300 363 550	<a href="http://www.abortiongrief.asn.au">www.abortiongrief.asn.au</a>
Centres Against Sexual Assault	1800 737 732	<a href="http://www.casa.org.au">www.casa.org.au</a>

Other Services	Number	Website
Interpreting Services	131 450	<a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a>
Disability Information and Support	1800 783 783	<a href="http://services.dhhs.vic.gov.au/disability">services.dhhs.vic.gov.au/disability</a>
Fitzroy Legal Service	9419 3744	<a href="http://www.fitzroy-legal.org.au">www.fitzroy-legal.org.au</a>

### Additional Websites

Department of Home Affairs	<a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a>
Australia Skills Quality Authority	<a href="http://www.asqa.gov.au">www.asqa.gov.au</a>
Study in Australia	<a href="http://www.studyinaustralia.gov.au">www.studyinaustralia.gov.au</a>
The Australian Commonwealth Register of Institutions and Courses for Overseas Students	<a href="http://cricos.education.gov.au">cricos.education.gov.au</a>
National Code 2018	<a href="http://www.legislation.gov.au/Details/F2017L01182">www.legislation.gov.au/Details/F2017L01182</a>
English Australia	<a href="http://www.englishaustralia.com.au">www.englishaustralia.com.au</a>
IELTS	<a href="http://www.ielts.org.au">www.ielts.org.au</a>
Public Libraries Victoria	<a href="http://www.plv.org.au">www.plv.org.au</a>

### AE CONTACT AND LOCATION

Campus	Address	Phone Number	Hours
Melbourne (Head Office)	168 Exhibition St Melbourne, VIC 3000 (*Reception is on Level 6)	+61 3 9663 3399	Monday to Friday 9:00 am– 5:00 pm

**24-Hour Emergency Contact Number: +61 407 507 902 / +61 417 286 370**

Website: [www.acknowledgeeducation.edu.au](http://www.acknowledgeeducation.edu.au)

### Facebook Page

For more information about events at AE and in Melbourne, pictures from school trips, or some tips on how to practice your English, 'LIKE' or follow our Facebook page at <https://www.facebook.com/acknowledgeeducationaus>



[acknowledgeeducation.edu.au](http://acknowledgeeducation.edu.au)