



**ACKNOWLEDGE**  
EDUCATION

*VCE*

*Student Handbook*

*2025*

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328 Swanston St, Melbourne VIC 3000/ .....	44
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## WELCOME MESSAGE FROM THE CEO

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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.

A handwritten signature in black ink, appearing to read 'Chien Vu', written over a horizontal line.

Chien Vu  
Chief Executive Officer

## ABOUT ACKNOWLEDGE EDUCATION

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

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

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

## MISSION

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

## OUR VISION AND PURPOSE

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### 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

## ABOUT THIS HANDBOOK

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An updated Student Handbook is published every new year with current information about our policies and procedures. Your handbook is a great place for you to find answers to your questions about studying at Acknowledge Education. You can always find the most up-to-date Handbook in our website.

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

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

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

## WELCOME MESSAGE FROM VCE COORDINATOR

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I hope this message finds you refreshed, rejuvenated and ready for a new year. As the Head of Acknowledge Education VCE Program, it is my pleasure to welcome everyone to Acknowledge Education. All our dedicated staff are excited to have our students back in the classrooms and hallways filling them with energy, inspiration and enthusiasm for an engaging and challenging learning experience.

It is our mission to stay challenging, relevant and creative in the education sector and to help every student feel welcomed, connected and a part of Acknowledge Education family. We aim to embrace the innovative changes in education and be a part of this evolution. At Acknowledge Education, we offer an integration of two educational streams– VCE and VCE VET. With the incorporation of these two streams, we aim to equip our students with motivation, confidence and skills to apply critical and creative thinking and to be prepared for today and tomorrow.

I would be most happy to talk with you about your learning experiences and help you throughout your educational journey. Please feel free to contact me at (03) 9663 3577 or at [nik.dulics@ae.edu.au](mailto:nik.dulics@ae.edu.au)

Once again, welcome to Acknowledge Education! Let's make it another great year in Acknowledge Education together!

Nik Dulics

VCE Coordinator

## ENROLMENT INFORMATION

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### Enrolment Procedure

#### Enrolment Steps

1. Student completes the Application Form and forward his or her academic records and, for international students, English test results;
2. Acknowledge Education sends a Letter of Offer, any pre-enrolment information and Acknowledge Education Acceptance of Offer Agreement for student to sign;
3. Student signs and returns the written agreement;
4. Acknowledge Education receives the agreement; and
5. Student pays accordingly;
6. Acknowledge Education sends the Confirmation of Enrolment.

#### **To apply for a place at Acknowledge Education, the following must be submitted:**

- a. Signed and completed Application form;
- b. Certificate of Graduation from Junior Secondary School;
- c. Where applicable, updated academic records from Senior Secondary School;
- d. For under 18 years of age student, details of proposed accommodation and welfare arrangements;
- e. For international students, evidence of results of English Assessment or details of proposed English Language Course\*

*\*Note: Melbourne Language Centre is the preferred English Language Provider for Acknowledge Education. For details please contact the Registrar on +61 3 9663 3399 or email [registrar@ae.com.au](mailto:registrar@ae.com.au).*

#### **The documentation needs to be forwarded to:**

The Registrar

Acknowledge Education

Head Office: 168 Exhibition Street, Melbourne, VIC 3000 AUSTRALIA

Phone: + 61 3 9663 3399

Facsimile: + 61 3 9663 3517

Email: [registrar@ae.edu.au](mailto:registrar@ae.edu.au)

#### Letter of Offer

Once the Registrar has received the completed application form together with the required documentation and information outlined above, a Letter of Offer will be issued which will state all fees payable for enrolment. To accept the offer, the applicant/parent or legal guardian must sign and return the "Acknowledge Education Written

Agreement with Students”, together with the required payment. These constitute the entering into a legal contract with Acknowledge Education.

Once written agreement and full payment of fees have been received, the College will provide an electronic Confirmation of Enrolment, e-CoE. This is necessary for international student applicants to obtain a Student Visa.

### **Commencement at Acknowledge Education**

For international student applicants, Acknowledge Education’s Registrar will notify DHA via PRISMS within 14 days of expected course commencement date of the details of a student who does not commence course when expected, including whether a visa has been granted to the student, whether the student has arrived in Australia and any other relevant information.

### **Conditions of Enrolment**

It is understood that unless you contact Administration regarding the contents of the Conditions of Enrolment, you have read and understood the following Conditions of Enrolment and agree to accept them. Any further amendments will be advised to you as they occur.

The conditions are as follows:

1. Interest will not be credited to Student Fees or Disbursements and therefore, no interest will be recovered by students in the event of a cancellation.
2. Acknowledge Education reserves the right to discontinue or alter any course date, tuition or service fee, location, timetable or staffing without prior notice. (This will constitute a provider default)
3. Arrival as per the course commencement date at Acknowledge Education unless the student has obtained permission for late arrival from Acknowledge Education.
4. Students agree to abide by the rules and regulations of Acknowledge Education as well as being bound by Acknowledge Education’s policies and procedures.

### **English Language Course**

If a student’s level of English is not sufficient to enter Acknowledge Education immediately, the student may be required to undertake an English Language Course at Melbourne Language Centre (MLC) for a recommended length of time. Towards the end of his / her course the student will have a satisfactory level of English and will have an interview with the Program Manager. The student must demonstrate a good work ethic and positive attitude to his / her studies whilst at MLC.

Acknowledge Education reserves the right to withdraw the offered place if the student does not pass a subsequent entry interview.

Competency-based assessment is conducted by:

1. Collecting evidence about a student’s performance in a fieldwork placement or in an environment that simulates the workplace;
2. Collecting evidence by the use of traditional assessment tools such as written tests and assignments;



3. Using performance criteria as a benchmark to judge whether a student is performing to the standard required; and
4. Measuring the evidence against the performance criteria.

### **Commencement at Acknowledge Education**

To commence at Acknowledge Education after pre-requested English Language study, a student must have satisfactory attendance, satisfactory outcomes from their English Reports from MLC and an interview with the Program Manager.

### **ID Cards**

ID card photos will be taken at the Student Services desk during your registration. Your student ID card will be ready within 24-48 hours. Your Student Services Officer will hand it to you once it is ready.

### **Change of Address**

The student is obliged to notify the College of a change of address while enrolled at the College. This is a visa condition. This is also to ensure that any notifications sent to the student advising of visa breaches are posted to the student's current address. Where Acknowledge Education has approved the student's welfare and accommodation arrangements, the student requires school approval for any changes to welfare and accommodation arrangements.

## **STUDENT SERVICES AND SUPPORT TOOLS**

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Students will be offered assistance in many forms should they need support in their study:

#### **English Support**

- Academic Support Officer

#### **Academic, Study and Course Related:**

- One-on-one consultation with Program Manager
- One-on-one consultation with teachers
- Academic Support Officer in your campus

#### **Non-Academic:**

- Administration and Reception

#### **Bi-lingual counsellors**

- Counsellor
- Enrolment officer

Students are also encouraged to avail themselves to the library resources at Acknowledge Education, both in-print and electronic resources. The librarian will also be available to help students learn how to find resources that can benefit their study.

## Australian Counselling Service (ACS)

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

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



Australian Counselling Service

## External Support Services

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

At Acknowledge Education, we support you when you face difficult situations. The first thing to know is that if you are in immediate danger you need to call emergency services immediately.

**Dial 000** in case of an emergency.

You might not be in immediate danger but still feeling sad, scared, or unsafe. If so, you are not alone, and there are lots of services that you can call. These services are available to call anytime, day or night (24/7):

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

**24/7 Mental Health Services**

**Is it an emergency?** If you or someone you know is at immediate risk of harm, call **triple zero (000)**

<b>Suicide Call Back Service</b> Anyone thinking about suicide suicidecallbackservice.org.au 1300 659 467	<b>Lifeline</b> Anyone having a personal crisis lifeline.org.au 13 11 14
<b>Beyond Blue</b> Anyone feeling anxious or depressed beyondblue.org.au 1300 22 4636	<b>Kids Helpline</b> Counselling for young people aged 5 to 25 kidshelpline.com.au 1800 55 1800
<b>MensLine Australia</b> Men with emotional or relationship concerns mensline.org.au 1300 78 99 78	<b>Open Arms</b> Veterans and families counselling openarms.gov.au 1800 011 046

healthdirect

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

## PAYMENT OF FEES AND MORE

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

### Option1: Bank Transfer

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

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

### Option2: Credit Card ((VISA/MasterCard)

Please check at reception or the student services desk

## REFUNDS

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### About Refunds

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



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

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

### Applying for a refund

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

The Registrar  
Acknowledge Education  
168 Exhibition Street  
MELBOURNE VIC AUSTRALIA 3000  
Or by emailing the registrar at  
[registrar@ae.edu.au](mailto:registrar@ae.edu.au)

Written requests for refund should contain:

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

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

### Withdrawal and Fee Refund Entitlements – Domestic Students

Acknowledge Education has a transparent refund policy for tuition fees.

Students who cancel their enrolment more than 28 days before the course begins are entitled to a 70% refund. However, cancellations within 28 days of the start date, non-commencement, or withdrawal after the course starts are ineligible for a refund.

Deferrals also do not qualify for refunds. Visa rejections lead to a refund minus the lesser of \$500 or 5% of the fees, with adjustments if the course has already started.

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

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

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

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

### **Written Confirmation of Withdrawal**

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

## IMPORTANT DATES [ACADEMIC YEAR]

<b>TERM 1</b> (28/1/2025-4/4/2025)	22 <sup>nd</sup> – 23 <sup>rd</sup> Jan	New Students Registration
	27 <sup>th</sup> Jan	Australia Day Holiday
	28 <sup>th</sup> Jan	Teacher's Day
	29 <sup>th</sup> Jan	Classes Start ALL students / New Year Party
	10 <sup>th</sup> Mar	Labour Day Holiday
	20 <sup>th</sup> – 22 <sup>nd</sup> Mar	The Victorian Careers & Employment Expo
	4 <sup>th</sup> Apr	End of Term 1
End of Term 1		
<b>Holidays</b> <b>5 April – 21 April (HOLIDAYS)</b>		
<b>TERM 2</b> (22/4/2025-4/7/2025)	22 <sup>nd</sup> Apr	Classes Start ALL students
	25 <sup>th</sup> Apr	ANZAC Day Holiday
	7 <sup>th</sup> – 9 <sup>th</sup> May	Parent Teacher Interview (Teams)
	9 <sup>th</sup> Jun	King's Birthday
	23 <sup>rd</sup> Jun - 27 <sup>th</sup> Jun	Semester 1 Exam Week
	30 <sup>th</sup> Jun	Semester 1 Reports
	4 <sup>th</sup> Jul	End of Term 2
End of Semester 1		
<b>Holidays</b> <b>5<sup>th</sup> July – 20<sup>th</sup> July (HOLIDAYS)</b>		
<b>TERM 3</b> (21/7/2025-19/9/2025)	21 <sup>st</sup> Jul	Classes Start ALL students
		New Students Registration
	August (TBA)	School Excursion
	19 <sup>th</sup> Sept	End of Term 3
End of term 3		
<b>Holidays</b> <b>20<sup>th</sup> September – 5<sup>th</sup> October (HOLIDAYS)</b>		
<b>TERM 4</b> (6/10/2025-19/12/2025)	6 <sup>th</sup> Oct	Classes Start ALL students
	20 <sup>th</sup> Oct – 21 <sup>st</sup> Oct	Parent Teacher Interview (Teams)
	24 <sup>th</sup> Oct	Last Classes for Year 12
	28 <sup>th</sup> Oct - 19 <sup>th</sup> Nov	Year 12 Exams
	4 <sup>th</sup> Nov	Melbourne Cup Holiday
	24 <sup>th</sup> Nov - 28 <sup>th</sup> Dec	End of Semester Exams Year 11
	TBA	End of Year Activity
	19 <sup>th</sup> Dec	Last Day for Year 11
	19 <sup>th</sup> Dec	Last Day for Teachers
<b>Summer Holidays</b> <b>21<sup>st</sup> December 2025 – 28<sup>th</sup> January 2026</b>		

## Exams:

### Year 12 VCE Exams

Year 12 students will receive a VCE Exam timetable in term 2.

### Year 11 VCE School Test

Year 11 students will receive a VCE Exam timetable in term 2 and term 4.

## Public Holiday

In Australia, there are many public holidays. During public holidays Acknowledge Education's campuses are closed. Public holidays vary from State to State.

To find out the public holidays that affect your study term, please go to the following website: 2025 public holidays - [Fair Work Ombudsman](#)

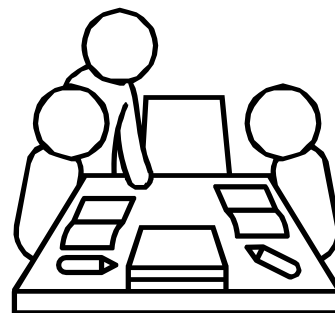
## Acronyms

ACRONYMS	MEANING
ATAR	Australian Tertiary Admission Rank
EAL	English as an Additional Language
GAT	General Achievement Test
J	Student not attending and not officially withdrawn
LOTE	Language other than English
N	Not Satisfactory
NA	Not Assessed
S	Satisfactory
SAC	School-assessed Coursework
VASS	Victorian Assessment Software System
VCAA	Victorian Curriculum and Assessment Authority
VCAL	Victorian Certificate of Applied Learning
VCE	Victorian Certificate of Education
VSL	Victorian School of Languages
UG	Ungraded

## STUDENT VISA

### Visa Information for International Students

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



For comprehensive information on visa requirements, please refer to the official resources provided by the Australian Government. You can also find information at the Study Australia Webpage. These resources will guide you on maintaining a valid visa throughout your stay in Australia.

Should there be any changes to your visa status or if you obtain a new passport, it's imperative to inform your student support officer at AE without delay.

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

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

### International Student Visa Conditions

- Notify student services of your residential address within 7 days of arriving in Australia.
- Meet your course requirements, remain enrolled and maintain satisfactory attendance and course progression.
- If you do not maintain any of the above requirements, please note that AE is obligated to notify the Department of Home Affairs by updating your COE's status on Prisms.
- Stay within the visa limit on working hours while studying.
- Maintain adequate health insurance for visa holders for the whole of your stay in Australia.
- Not over-stay your visa period in Australia.



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

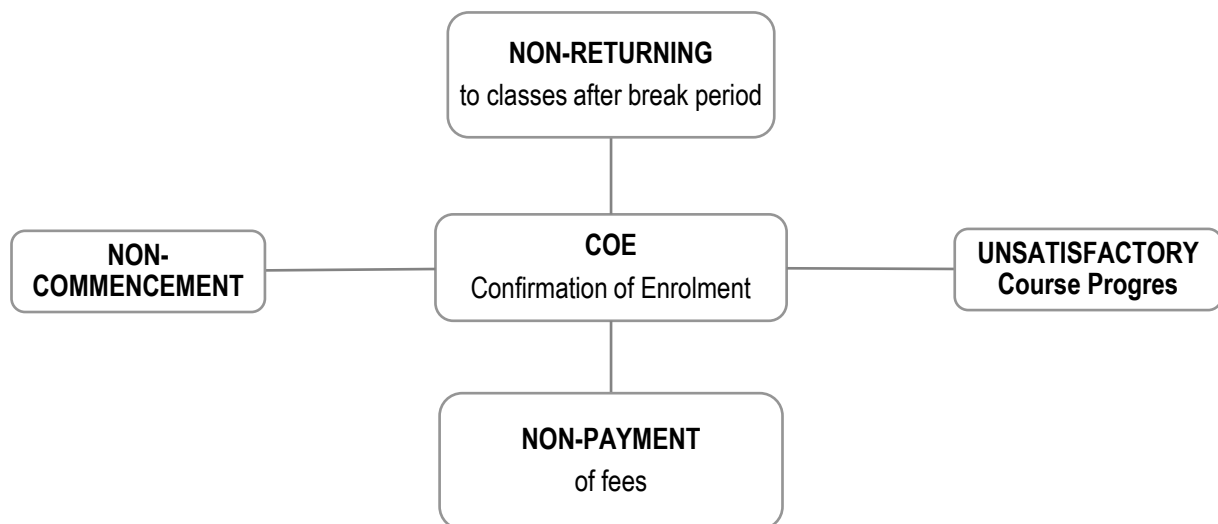
### Enrolment Monitoring

We will monitor and identify you are at risk at different points in your course at AE. Once you receive a Notification/Warning Letter, you should make contact to the college as directed in your letter.

In failure to response, you will receive an Intention to Report Letter. Here you have the right to appeal during 20 working days of receiving the ITR. If you do not appeal to this decision, AE will report to The Department of Home Affairs by updating your COE's status on Prisms.

See diagram bellow which summarise situations where you COE status may be updated.





### Health Insurance for International Students

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

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

To comply with visa requirements, it's important to keep your OSHC active.

#### Health Insurer

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

## LIVING IN MELBOURNE

Melbourne is home to over 4 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 and Australian Rules Football.

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 Miki card and follow rules for passengers. International students are not eligible for student concessions. Full fare Miki cards must always be purchased.

### **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

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

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 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

## GENERAL INFORMATION BEFORE YOU START YOUR COURSE

Acknowledge Education adheres to the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code) 2007. Full-fee paying overseas students will be self-funding. All course money received from International Students or intending International Students will be placed into a Tuition Assurance Scheme, which will be operated according to the provisions of the ESOS Act.

### Orientation Program

Acknowledge Education New Student Orientation program includes different activities aimed to help the transition of new students into their new learning and living environment at Acknowledge Education and in Australia as well as preparing them for an exciting first semester.

Orientation is a great avenue for students to find out what it takes to be a successful student as well as learn about Acknowledge Education and essential information regarding their study.

Orientation typically runs for 20-30 minutes in the designated area in the campus. Generally, students will be provided with the following information:

1. Introduction to Acknowledge Education:
  - Acknowledge Education background information as an education provider;
  - Acknowledge Education campuses;
  - Acknowledge Education VCE course.
2. Class time and learning duration:
  - Class time;
  - Course duration;
  - Completion within expected course duration.
3. Attendance policy
  - Attendance requirements for international students;
  - Consequences of poor attendance;
  - Application for leave in case of family special circumstances.
4. Mobile Phone policy
  - Requirements of personal mobile phone use;
  - Consequences of using mobile phone in class
5. Student support
  - Introduction to the Program Manager and Administration Officer
  - Students' first language advisors/counsellors;
  - Homestay/ guardian advisor;
  - Support services available to assist you to adjust to life in Australia;
  - English language and study assist programs;
  - Student facilities: reading room, lab room with information on username and password for computer and printing, students' kitchen area and cooking facilities, boiling water facility, hot and cold-water facility, toilets.
6. Useful information
  - Report on change of telephone and address;

- Student ID procedure;
  - Student Medibank Card procedure and tips;
  - Transportation: type of valuable Miki card and where to purchase, notices on using Miki card, parking in the city;
  - Important telephone numbers;
  - Emergency and health services;
  - Employment matters;
  - Company policies and procedures – Student Handbook;
  - Compliance with student visa requirements.
7. Counselling, Complaints and Appeals
- Relevant counsellors;
  - Procedures for complaints and appeals.
8. Campus tour
- Staff room on each level;
  - Students' kitchen area;
  - Hot and cold-water facility;
  - Toilets;
  - Computer room.
9. Questions and Answer Time

### **Further Study Counselling**

It should be noted that the courses and subjects offered by Acknowledge Education are business orientated and that the tertiary counselling will operate within this environment. The Program Manager, Administrative Staff and Careers Counsellor will provide on-going counselling for tertiary study. Towards the end of their course, students are counselled about their options for further study. For example, they are provided with introductions to universities and introduction to tertiary level field of studies.

### **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 is not 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. In particular, Acknowledge Education will require students to be engaged in Guardianship Australia services if the student is having social, attendance or academic problems.

All VCE students who are over 18 are, by school policy, are required to be in a school approved accommodation.

- Under no circumstances should a student move without informing the school.
- Under no circumstances are students allowed to live in a residence by themselves or with another student without the supervision of a school-approved adult.

- Students who are living without the supervision of a school approved adult will be asked to immediately return to a home stay or other school-approved residence.

## 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.

*Please refer to Acknowledge Education Complaints and Appeals Policy and Procedures (Academic) and Complaints and Appeals Policy and Procedures (Non - Academic). Please refer to Acknowledge Education Student Progress and Attendance Policy at <https://www.acknowledgeeducation.edu.au/policies-and-procedures/>*

## COURSE PROGRESS AND ATTENDANCE

Acknowledge Education is committed to identifying, at the earliest possible stage, students at risk of academic failure in order to provide these students with timely assistance, resources and support. Below is an extract of the Course Progress and Attendance Policy. For the full version please go to

<https://www.acknowledgeeducation.edu.au/policies-and-procedures/>

### Academic Progress (VCE Course)

1. Acknowledge Education will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
2. All VCE teachers must produce a preliminary report at the conclusion of the fifth and tenth week of each semester. The preliminary reports provide the teacher's impressions regarding each student's effort, attitude and engagement in each unit of study.
3. Where the preliminary report indicates a student's progress as 'unsatisfactory' Acknowledge Education may implement one or more of the intervention strategies specified in 1.8. The preliminary reports allow Acknowledge Education to identify students at risk of unsatisfactory unit completion and to provide the students parents or guardian with an indication of these concerns.
4. The preliminary reports do not form part of the student's end of semester course progress assessment. The preliminary reports will be reviewed by the VCE Coordinator and recorded in the students file and sent to the student's guardian by the Administration Officer (VCE).
5. The course progress of all students will be assessed by the VCE Coordinator at the end of the student's first semester of enrolment and again at the conclusion of the second semester.
6. Students who have begun part way through a semester will be assessed after one full period of attendance or after the submission or undertaking of an assessment or test.
7. To demonstrate satisfactory course progress, students will need to achieve "Satisfactory" results in at least 50% of units undertaken in each semester. Students must at all times be capable of completing the course within the expected duration specified on the student's CoE.
8. If a student does not achieve 'Satisfactory' in at least 50% of units studied in an assessment period, or where the student's progress must improve in order to avoid an inability to complete the course within the time specified on the student's CoE, the VCE Coordinator will meet with the student and select at least one (1) intervention strategy for academic improvement. This will include:

- a. additional supervised study periods; and/or
    - i. students are required to attend Acknowledge Education during all free study periods. During each period the student is required to consult with a VCE Teacher.
  - b. mandatory participation in student support services class; and/or
    - i. students are required to attend one support services class each week
  - c. other intervention strategies as deemed necessary.
    - i. additional strategies may include increased tutorial assistance and/or supplementary learning exercises
9. The Administration Officer (VCE) will forward a copy of the student's intervention strategy plan and academic progress report to the student's guardian.
10. The student's compliance with any strategy for academic improvement will be monitored during the following semester by the VCE Coordinator who must record the student's ongoing response to the strategy. The student's compliance will be assessed with reference to the student's attendance at support services classes and free study periods at Acknowledge Education in addition to completion of supplementary learning exercises.
11. Where applicable, students must attend a minimum of 80% of support services classes and/or free study periods at Acknowledge Education. Where applicable students must complete all supplementary learning exercises within two (2) weeks of receiving the exercise.
12. The Administration Officer will ensure that all records of student response to the strategy will be recorded in the students file and conveyed to the student's guardian.
13. If an international student:
  - a. does not comply with the conditions of the strategy for academic improvement
  - b. fails to achieve 'Satisfactory' in at least 50% of units studied in the following Semester, or
  - c. is incapable of completing the course within the expected duration specified on the student's CoE,
 Acknowledge Education will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the Colleges' complaints and appeals process.
14. Where required, the Colleges' Registrar will report via PRISMs and notify the Department in writing within 5 days of an international student not achieving satisfactory course progress provided the student does not access the complaints and appeals process within 20 days, or withdraws from the complaints and appeals process, or the complaints and appeals process results in favour of the Colleges' decision.

### **Completion within expected duration of study (course progression)**

1. As noted in 1.a., the Colleges will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
2. Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
3. Acknowledge Education will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:
  - a. compassionate or compelling circumstances; or
  - b. student participation in an intervention strategy; or
  - c. an approved deferment or suspension of study has been granted in accordance with Acknowledge Education's Deferment, Suspension and Cancellation Policy.
4. Where Acknowledge Education decides to extend the duration of an international student's study, the Colleges will report via PRISMS and/or issue a new CoE if required.

### **Course attendance (VCE and International Students)**

1. Acknowledge Education must schedule at least 4 hours of class time per VCE Unit per week for a total of no less than 16 weeks in a semester. This will provide a minimum of 64 hours of study for each unit of VCE study.
2. Acknowledge Education requires each student to attend at least 80% of all scheduled classes. This ensures that a student attends at least 50 hours of scheduled classes in order to satisfactorily complete a unit of study. In addition to this attendance requirement, each student must attend sufficient class time in order to complete the required course work.
3. Where the student satisfactorily completes a unit's coursework but substantially fails to meet Acknowledge Education attendance requirements at 3.2, the student will be assigned a grade of 'Not Satisfactory' for the unit.
4. Student attendance is to be checked and recorded daily by teacher via class rolls. Class rolls will be provided to the Administration officer on each Friday afternoon by 3.00pm and recorded onto database. Attendance database to be monitored each week to ensure no student is in danger of breaching their Visa conditions regarding attendance.
5. Late arrival at the Colleges will be recorded and will be included in attendance calculations. Any period of exclusion from class will not be included in student attendance calculations (Refer to Acknowledge Education Deferment, Suspension and Cancellation Policy).
6. All absences from College should be accompanied by a medical certificate, and if the student is under 18, an explanatory communication from the student's carer / guardian, or evidence that leave has been approved by the Principal/Head of Programs. Where the leave of absence is supported by an above document, it will still be recorded in the database as 'absent' (unless specified otherwise in Acknowledge Education Deferment, Suspension and Cancellation Policy).
7. Students shall be issued with an interim report during Term 1 and Term 3, this report will note if a student has fallen considerably behind in their coursework and is at risk of failing the unit.
8. Where this occurs, the student will be required to meet the course Dean of Studies / head of programs to discuss their attendance and performance. The student will be counselled and offered any necessary support. The student may be required to enter into a negotiated plan of action, including changing accommodation or guardianship arrangement. The meeting with the student will be case noted/documented and the evidence will be placed in the student's folder.
9. For the purposes of identifying students at risk of failing to meet the attendance requirements, attendance will be reviewed during and at the conclusion of each Term ('study period').
10. Where at any point during a study period a student's attendance falls to 90% of the scheduled contact hours for the study period or where the student has been absent for four (4) scheduled classes in a month, the student will be given the first warning letter.
11. Where at any point during a study period a student's attendance falls further to 85% or the student is absent for more than four (4) scheduled classes in a month, the student will be given a second warning letter. At this stage, the student will be required to meet the Dean of Studies / head of programs to explain the reason for non-attendance. The student will be counselled and offered any necessary support. The student may be required to enter into a negotiated plan of action, including changing accommodation or guardianship arrangement. The meeting with the student will be case noted/documented and the evidence will be placed in the student's folder.
12. Any absences longer than 5 consecutive days without approval will be investigated. (Please refer to Acknowledge Education Procedure for Contacting Students with Prolonged Absences)
13. Where a student can no longer achieve 80% attendance for the remainder of the study period the student will be deemed to have failed the attendance requirement. Where this occurs Acknowledge Education will assign the student a grade of 'Not Satisfactory' for the unit.

14. If the student cannot achieve 80% attendance for the remainder of the study period, Acknowledge Education will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the Colleges' complaints and appeals process.
15. Where required, Acknowledge Education's Registrar will report via PRISMs and notify the Department in writing within 5 days where a student's attendance is not satisfactory, provided that:
  - a. the student does not access the complaints and appeals process within 20 days;
  - b. the student withdraws from the complaints and appeals process; or
  - c. the complaints and appeals process results in a decision for the College; or
16. Students will not be reported for failing to meet the 80% threshold where the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate.
17. Where a student is absent for an assessment task, the student is required to provide a medical certificate or demonstrate compassionate or compelling circumstances which excuse the student's absence. Where this is provided the student will be required to undertake a supplementary assessment. Where this is not provided the student will be assigned a grade of 'Not Satisfactory' for the assessment.

## **Behaviour Management Policy**

Student welfare is of utmost concern to all staff at Acknowledge Education. Students achieve greater success in a supportive and comfortable environment. Acknowledge Education aims to provide a suitable environment for all students to achieve their best academically and also fosters positive personal development.

Acknowledge Education behaviour management policy is based on principles of procedural fairness.

Appropriate behaviour is expected at school at all times. Students are expected to treat staff, peers and equipment with respect and courtesy at all times. Students whose conduct is unsatisfactory will be directed to attend detention sessions or be subject to relevant disciplinary action by teachers. In cases of inappropriate or unacceptable behaviour, students may be required to enter into an Academic and Behaviour Contract.

1. Students are to be in class ready for work at the start of every period.
2. Students must attend all classes as required.
3. Students must use the allocated entrances and exits to the building.
4. Students must not bully, intimidate or harass fellow students or other adults.
5. Students are expected to treat staff, peers and equipment with respect and courtesy at all times.
6. Computer facilities must be used only for academic purposes.
7. Eating and drinking is permitted only in the assigned room. Water is permitted in classrooms.
8. Students must obey and carry out all instructions given by teachers and administration staff.
9. Only approved electronic devices are permitted in class.
10. Mobile phones must be turned off and securely stored in students' lockers during class times.
11. Smoking is not permitted anywhere during school time and school activities. Students can expect to have tobacco products to be confiscated if staff become aware of them.
12. Chewing gum is not permitted anywhere in the building.



13. Consumption of drugs and alcohol is strictly prohibited at all times.
14. Students are required to wear their School polo top and are expected to dress neatly and appropriately. The school staff will advise students if part of their dress is not appropriate or unacceptable.
15. Students must observe strictly the start and finish dates for each term. Requests for exceptions must be made in writing to the Principal Administrator before any alternative arrangements are made. Approval for such requests will only be granted in exceptional circumstances.
16. English must be used at all times in class.
17. Appropriate behaviour is expected at school at all times. Students whose conduct is unsatisfactory and in breach of Code of Conduct will be directed to attend detention session or given relevant disciplinary action by teachers.
18. Students must complete set homework as required to ensure the steady progression of learning.
19. Plagiarism and collusion are serious issues that will detrimentally affect academic results. Students must ensure work submitted is genuinely their own and must acknowledge any acceptable forms of assistance. Any student caught cheating will be penalised.
20. Sleeping during class is not permitted.
21. Leaving school during school hours is not permitted unless approved by the VCE Coordinator.
22. Playing cards is not permitted in the school.

## **Student Code of Conduct**

### **Part 1 – General Provisions**

*The Codes of Conduct stipulate the minimum standards that students should adhere to at all times when studying at Acknowledge Education:*

- Students must treat Acknowledge Education's staff and other students with respect, fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status;
- Students must ensure the safety and cleanliness of the study environment;
- Students must not intimidate or attempt to intimidate Acknowledge Education's staff and other students;
- Students must not damage or misuse Acknowledge Education property and other students' properties;
- Students must not use mobile phones during class times;
- Students must not smoke in non-smoking areas.
- Students are also expected to:
  - Inform themselves of, and comply with, all relevant laws and Acknowledge Education policies and procedures;
  - Participate constructively in the learning process and experience;

- Inform themselves of their courses and their unit requirements as well as their individual academic progress;
- Must use the Colleges' facilities and services in a honest and responsible manner;
- Recognise that cheating, plagiarism and fabrication or falsifications of data are not acceptable;
- Recognise, embrace and promote diversity;
- Adhere to the proper use of copyrighted material and the internet.
- Corresponding to the above-mentioned standards stipulated in the Codes of Conduct, Acknowledge Education's students are afforded the following rights:
  - The right to study in an environment free from unlawful discrimination, bullying, intimidation or harassment;
  - The right to be provided with accurate and accessible information about all relevant aspects of a course including unit learning outcomes, content, assessment and timetables in a timely manner before the start of each study period;
  - The right to have any disputes settled in a fair, efficient and rational manner (this is accomplished by the Complaints and Appeals Policy);
  - The right to express and share ideas and the right to ask questions in classrooms or in individual consultations with educators; and
  - The right to provide feedback on unit or subject quality, educators' delivery performance, student support services and facilities.

## **Part 2 - Student Bullying and Harassment**

### **Rationale**

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 MLC / 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.

### Part 3 Non-Compliance/ Discipline

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

**STEP 1:** A member of the Acknowledge Education staff will contact students in the first instance to discuss the issue or the non-compliant behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included in the student's personal file.

If the issue or the behaviour constitutes a gross breach of the Codes of Conduct, the student will be excluded from his or her class (or suspended) in accordance with the Acknowledge Education's Deferment, Suspension and Cancellation Policy. If, on the other hand, the breach does not constitute a gross breach of the Codes of Conduct, the student will not be excluded from his or her class. However, the student behaviour and conducts will continue to be monitored.

**STEP 2:** Where the issue or behaviour continues, students will be invited for a personal meeting with the Principal Administrator or the VCE Co-ordinator 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 continues, 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 that their enrolment has been terminated.

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

#### Care of Property

Students (and their parents) are advised that responsibility for the care of personal property, including notebook computers, belongs to the students and that the Colleges cannot assume responsibility for equipment which has been damaged, lost or stolen. Teachers will do their best to assist students in the care of their property, and to assist with this it is essential that all equipment and clothing should be clearly named.

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 Principal.

### **Do not bring unnecessary and valuable property to school.**

The College does not take any responsibility for money, valuables or general possessions that a student carries on them or brings to Colleges. All belongings should carry the owner's name and care must be exercised against loss.

### **Eating in the Building**

Eating is only allowed in assigned areas. Students must keep the lunch areas clean and tidy. Under no circumstances is ANY food or drink except water allowed in the classrooms. Students must not bring food from restaurants on the campus. Lunch areas is for packed and pre-prepared lunches only.

### **Restricted Areas**

In the interest of safety, hygiene, privacy and to prevent damage to the building or interference with the rights of others, certain areas of the school are restricted. Students are not allowed in these areas at all times.

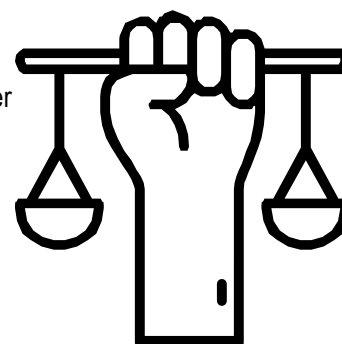
## **HEALTH AND SAFETY ON CAMPUS**

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### **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.



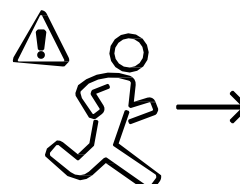
### **Evacuations & Lockdowns**

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 reception.

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.

## HEALTH MANAGEMENT AND MEDICATION POLICY

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### 1. Student Medical Information and Care

#### a. Collection of medical information

Students will be provided with a Medical and Emergency Contact Details form with Letters of Offer or as soon as practicable on enrolment.

Acknowledge Education should be notified of any medical condition that a student is suffering from. This is especially the case where the student will be requiring medications or special treatment during his or her studies with the Schools.

Any medical related information that a student provides will be kept strictly private and confidential and will only be used for the purposes of record keeping, health and medical management within the Schools and, where relevant, medication purposes.

Medical and Emergency Contact Details forms must be filed in student files. Any student identifying diagnosis of medical conditions, allergies or other needs must be interviewed regarding their needs and to establish an appropriate action plan.

#### b. Students with existing medical conditions

Any student who has been diagnosed with a medical condition or an allergy and who is under the care and supervision of a medical practitioner, must provide the Schools with a copy of their current medical treatment plan. Such plan should outline the nature of the medical condition or allergy, treatment regime including medications, restrictions and the first aid required to treat the condition in the event of an emergency situation developing.

Students who have been suffering from a notifiable infectious disease, or have been in contact with anyone suffering such a disease, must not return without a statement from a doctor stating that they are free of disease.

#### c. First aid and care

Qualified Acknowledge Education staff may administer first aid to students in cases of accident and medical emergencies as they see fit.

In the case of medical emergency, Acknowledge Education staff will first call an ambulance and then attempt to contact provided emergency contacts.

The collection of medical information forms provides for parental assent to Acknowledge Education staff providing consent for medical treatment if emergency contacts cannot be contacted.

## **2. Medication**

### **a. Drugs and alcohol**

Acknowledge Education maintains a zero-tolerance approach to the taking of all drugs, including alcohol, except those prescribed by medical practitioners.

### **b. Prescribed medication**

Only prescribed drugs can be taken by a student and only in accordance with the following rules:

- (1) The student must complete a Medical Information Form (available from administration) detailing the nature of any medical condition, the treating medical practitioner's name and contact details and the name and contact details of the student's parent or guardian.
- (2) The student must provide a letter or certificate from the treating medical practitioner setting out the nature of the medical condition, the prescribed medication the student is permitted to take and the prescribed dosage.
- (3) The student must not distribute any medications, in any forms, to other students, teachers or staff members.
- (4) The student must notify the Schools of any changes to the prescription for medications.
- (5) For students under the age of 18 years, the taking of the medication must be supervised by the Principal / Administrator in the administration office.
- (6) The taking of drugs or medication without the knowledge of the Schools may result in disciplinary action by the Principal / Administrator or the matter being referred to the Victoria Police.

**c. Supply, provision and administration of medication**

Other than as provided for in this policy, staff and teachers of Acknowledge Education are not authorised to supply, provide or administer any form of medication to students. Students, their parents or guardians are responsible for ensuring the provision of medication for any medical condition a student might be suffering from.

**3. Allergy, anaphylaxis and asthma management**

**d. Students with allergies**

Any student diagnosed with an allergy must provide Acknowledge Education with a detailed medical treatment plan from their treating medical practitioner. The plan should detail the nature of the allergy, factors likely to cause a reaction, medication requirements and first aid treatment in the event of an emergency situation arising. The plan should also have the name and contact details of the medical practitioner recorded and the name and contact details of the student's parent or guardian.

The medical treatment plan will be copied and distributed to all relevant staff and a copy placed in the student's file.

**e. Students with asthma**

Any student diagnosed with asthma must provide Acknowledge Education with an Asthma Action Plan. The plan must be completed according to the template provided by the National Asthma Council Australia or an equivalent template.

**f. Occurrence of allergic reaction**

If a student has an allergic reaction while at Acknowledge Education, staff will refer to the student's medical treatment plan and render first aid as appropriate. An ambulance will be called if symptoms persist or the student's condition deteriorates.

In the case of any student who suddenly and without warning develops a previously undiagnosed or non-notified allergic reaction, staff will render what first aid treatment they can as appropriate and will call for an ambulance without delay.

**g. Anaphylaxis**

Please refer to SIM05 Anaphylaxis Management Policy 12122016



# UNIFORM

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Students are required to wear their school polo top and a good standard of neatness and presentation is also expected. Acknowledge Education fosters a mature, independent learning environment in which individuals are expected to develop and maintain a mature attitude towards their own personal appearance. Students are expected to adhere to high standards of neatness in appearance and general cleanliness.

## A. Full Summer & Winter Uniform - Compulsory

- Acknowledge Education schoolbag
- Acknowledge Education polo shirt
- Brown, black or blue khakis and jeans may be worn so long as they are clean and in no way ripped. No other colour is permitted.
- Female students may wear a black or blue dress or skirt under their AE polo shirt. The dress or skirt must not be above the knee.

## B. Full Summer & Winter Uniform – Optional

- Acknowledge Education fleece jumper
- Acknowledge Education jacket

## C. Footwear

- The required footwear for male students at AE are flat, black, polishable, leather lace up or business shoes.
- Solid flat sports shoes are acceptable, provided they are clean.
- The required footwear for female students at AE are flat, black, polishable, leather lace up or business shoes.
- Solid flat sports shoes are acceptable, provided they are clean.
- Any other footwear is unacceptable.
- It is expected that VCE students at AE maintain clean and appropriate footwear while at the college.

## D. Make Up

- Make-up is restricted to only limited foundation and minimal mascara.
- Only natural tones of nail polish are acceptable.

## E. Jewellery

- All jewellery is prohibited besides a single watch.
- For students with pierced ears, only simple studs or sleepers in the earlobes are acceptable.
- Earrings or studs in the nose, eyebrow, or any other part of the body, even if they are clear or covered with a band-aid are not permitted.

## **F. Grooming**

- Hair care and styling for school must align with appropriate standards.
- Maintain tidy and neat hair, and opt for natural-looking hair colours.
- Extreme styles or hues are not acceptable.

## **G. Jackets**

- Only the AE jacket may be worn with the college polo shirt.
- Other jackets are not to be worn over the college uniform, either at school or travelling to or from school.
- The AE jacket and fleece jumper are options for all students at AE.

## **H. Tattoos**

- It is against the law in Victoria for people under 18 to obtain tattoos, therefore they are not permitted at AE.
- Students who turn 18 while at the college are advised to wait until they have completed schooling before intending to receive any body art.
- Any student who may already have a tattoo will need to ensure that it is covered at all times.

# **VCE REQUIREMENTS**

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For all students, the minimum requirement for satisfactory completion of VCE is 16 units, which must include:

- three units from the English group, with at least one unit at Unit 3 or Unit 4 level
- at least three sequences of Unit 3 and Unit 4 studies other than English

Students can enter studies at Unit 1, 2 or 3\*.

\*may vary depending on the subject & after consultation with the VCE Co-ordinator

In some studies, students are advised they should complete either or both Unit 1 and Unit 2 before attempting Unit 3.

Unit 3 and Unit 4 studies are designed to be taken as a sequence. Students must undertake Unit 3 before entering Unit 4 of that study.

Enrolment in English (EAL) is available only to students who have approved English as an Additional Language (EAL) status.

Students enrolled in LOTE must provide sufficient evidence to support his/her application to study that language as a first or second language.

In some circumstances, credit will be given for subjects completed in the student's home country. To apply for such credits, original transcripts of schools reports must be submitted.

### **ATAR (Australia Tertiary Admissions Rank)**

This is the score that VTAC (Victorian Tertiary Admissions Centre) calculates and distributes to all universities, TAFE institutes and other providers. The institutes then offer their tertiary courses to students based on the ATAR scores. There are three rounds of offers through the VTAC system.

Students must apply to VTAC and lodge applications in September. Full details will be provided at this time.

Further details can be obtained in the VTAC Guide 2016 or by logging onto [www.vtac.edu.au](http://www.vtac.edu.au)

The ATAR score is produced by adding:

- The ATAR subject score in English / English EAL
- The next best three ATAR subject scores
- 10% of any 5th and / or 6th subject score that is available

The ATAR is an overall percentile ranking (not a mark).

The ATAR is calculated in steps of 0.05 with the highest being 99.95, then 99.90 etc. The lowest automatically rank reported is 30.00, with ranks below 30.00 reported as "less than 30".

### **VTAC Guide 2024 – A guide to University and TAFE courses**

This book may be purchased by students at local newsagencies, bookshops etc. It gives details of all university, TAFE and other provider courses, prerequisites, length of courses, course structure etc. that are available in Victoria. It also details vital information about the application process, dates and costs for applications, change of preference details, offers etc.

### **GAT – General Achievement Test**

All VCE students enrolled in one or more Unit 3 and Unit 4 subject must sit the GAT.

The GAT will start in **June** and confirmation of start and finish dates for the GAT will be provided early in the year. Details about the GAT, including a sample GAT will also be provided to you by the Program Manager early on in the year. Although the GAT results do not count directly to the students' VCE results, they are used as a check for School Assessed class work and tasks. For this reason the GAT should be treated seriously by all students.

### **Student Numbers**

All students enrolled in VCE will have a student number, provided by the VCAA and available from the VASS. Administration will issue these numbers closer to the exam dates and the GAT.

Students must identify themselves by writing this number on the response material for each examination.

### **Weekly Time allocation for each subject**

Class contact time for each subject will be four to six hours per week. English will be allocated more time than other subjects.

### **School Assessment**

VCAA requires the college to report a "**Satisfactory S**" or "**Not Satisfactory N**" rating for all units.

Results for school assessed coursework will not be given to students as it is subject to statistical moderation and may vary.

Instead students will be given appropriate feedback and advice on problem areas, where and how improvements can be made, and written comments on student performance.

### **Authentication**

In order to meet the learning outcomes for satisfactory completion of a unit, students must complete SAC tasks and / or SATs, which are clearly their own work and which, have been completed in the current calendar year.

Students may include quotations from a particular source provided this is appropriately acknowledged.

Students must not copy another student's work nor may they accept excessive assistance from any other person. Teachers will keep a check on progress during the development stage of SATs. If a teacher does not see a piece of work during the development process then he / she may not be able to certify that the student has personally produced that piece of work. The piece of work would be deemed "Not Satisfactory".

### **Learning Outcomes**

Learning Outcomes are found in all Victorian Certificate of Education units. The number specified for the different units may vary. Students should make sure that they clearly understand how many Learning Outcomes must be achieved in each of the units they are studying in their Victorian Certificate of Education.

Students must achieve **ALL** Learning Outcomes listed in a unit in order to obtain a "Satisfactory" rating for the unit as a whole.

### **Learning Outcomes – "Not Satisfactory"**

SAC tasks or SATs used to assess Learning Outcomes will have a "Satisfactory" or "Not Satisfactory" achievement rating for the Learning Outcome(s) involved. Where the achievement level is deemed "Not Satisfactory", students will have an opportunity to obtain a "Satisfactory" achievement rating but are not able to obtain a change in the original grading. The teacher will provide an application form for an extension of time for re-submission of work to obtain a "Satisfactory" achievement level.

In general the extension of time would be no more than one week from the date when the teacher evaluated the SAC task or SAT.

A student will only be permitted to re-submit work once for the achievement of a particular Learning Outcome.

### **Lost, Stolen or Damaged Student Work**

In a situation where a piece of coursework has been lost, stolen or damaged, the student or teacher concerned must complete a written statement describing the circumstances. The Program Manager has the power to determine appropriate action.

### **LOTE Students**

VSL LOTE units are accredited Victorian Certificate of Education units.

Students enrolled in a Saturday morning LOTE unit at the VSL would have that subject credited as a seventh or extra subject for their Victorian Certificate of Education.

It is essential that any student enrolled in a LOTE subject notify the Program Manager in writing.

### **Satisfactory Completion of a Unit**

Satisfactory completion of a unit occurs when a student has achieved a "Satisfactory" rating for Learning Outcomes in the unit.

In all units, if one Learning Outcome is deemed "Not Satisfactory" by the teacher then the whole of the unit will be deemed "Not Satisfactory".

It is essential that students keep up to date with their work in order to achieve ALL Learning Outcomes a "Satisfactory" level.

### **School Assessed Coursework / School Assessed Tasks**

SAC tasks or SATs are used in all units to assess students' levels of performance on Learning Outcomes.

The school sets dates for completion of SAC tasks or SATs. Teachers will notify students of these dates.

SAC grades or SAT grades, and exam grades are used as the basis for entrance to most tertiary courses or may be used by employers when interviewing applicants for vacancies.

### **School Assessed Coursework / School Assessed Tasks - Completion Dates**

Completion dates will be clearly specified by teachers. These dates cannot be altered except possibly where illness prevents a student from attending on the day of the SAC or on the submission date for a SAT.

When student illness occurs, the student / parent / guardian should notify Administration or the Program Manager immediately of the absence to allow the school to determine whether alternate arrangements are possible. The student must produce a certificate from a qualified doctor.

The Program Manager may approve altered arrangements provided VCAA dates are able to accommodate the extra time.

### **Student Declaration**

In each year of their VCE and VCAA requires students to sign a declaration in which they agree to follow VCAA rules and regulations.

### **Student Transfer or Exit**

In according to National Code 2007 Standard 7, overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Students can apply for a letter of release to enable them to transfer to another education provider. In according to the Colleges' student transfer request assessment policy, Acknowledge Education will only provide a letter of release to students in the first six months of their principal course in exceptional circumstances.

Students who transfer to another school must notify the new school of their VCAA enrolment at Acknowledge Education. The new school will then electronically transfer their personal details and assessment information. Enrolment at another school will not be possible without this transfer of information occurring.

Students who leave school completely must sign a form authorising their withdrawal from VCE. If this step is not completed, students will remain enrolled in units and will automatically be allocated "Not Satisfactory" status by the VCAA.

### **Student Coursework**

VCAA expects that students will retain ALL coursework until the end of the year in which the units were undertaken. Students may be expected to provide either photocopies or originals of either work until Friday, 19<sup>th</sup> December 2025.

## **AUTHENTICATION RULES AND PRECEDURES FOR STUDENTS**

### **Victorian Curriculum Assessment Authority Rules**

1. Students must ensure that all unacknowledged work submitted for Coursework is genuinely their own.
2. Students must acknowledge all resources used, including:
  - text and source material
  - the name(s) and status of any person(s) who provided assistance and the type of assistance provided.
3. Students must not receive undue assistance from any other person in the preparation and submission of work.
4. Students must not submit the same piece of work for assessment more than once.
5. Students who knowingly assist other students in a Breach of Rules may be penalised.
6. Students must sign the Declaration of Authenticity at the time of submitting the completed task. This declaration states that all unacknowledged work is the student's own. Students must also sign a general declaration that they will observe the rules and instructions for the VCE, and accept any disciplinary provisions.

### **Acceptable forms of assistance include:**

1. The incorporation of ideas or material derived from other sources (e.g. by reading, viewing or note taking) but which has been transformed by the student and used in a new context.
2. Prompting and general advice from another person or source which leads to refinements and or self-correction.

### **Unacceptable forms of assistance include:**

1. Use of, or copying of, another person's work or other resources without acknowledgment.
2. Actual corrections or improvements made or dictated by another person.

## Authentication of Student Work

### School Assessed Coursework

Coursework and SAC tasks are completed mainly in the classroom.

Where Coursework is completed outside the classroom, teachers must ensure that work submitted by students has been completed according to the above VCAA provisions. The teacher may ask a student to demonstrate his or her understanding of the work submitted at or about the time of submission of the work. The work will be accepted only if the teacher can attest to the best of his or her knowledge, all unacknowledged work is the student's own.

***If work cannot be authenticated, then the matter must be dealt with as a possible breach of authentication.***

### School Assessed Tasks

Teachers must monitor and record each student's development of the SAT, from planning and development through to completion. This requires regular sightings of the work by the teacher.

Teachers are required to use the *Authentication Record* to record their monitoring of each student's development of the SAT. The *Authentication Record* requires three recorded observations of individual work done on the SAT in class. The teacher must sign each recorded observation.

The teacher may consider it appropriate to ask the student to demonstrate his or her understanding of the task or about the time of submission of the work.

The work will be assessed only if the teacher can attest to the best of his or her knowledge; all unacknowledged work is the student's own.

The teacher and student must complete and sign the *Declaration of Authenticity*.

***If work cannot be authenticated, then the matter must be dealt with as a possible breach of authentication.***

### Authentication of work produced using computers

- When students use a computer to produce a SAC task or SAT, it is the students' responsibility to ensure that:
- There is an alternative system available for use in case of computer or printer malfunction.
- Each time changes are made the work is saved onto a back-up file. The back-up file should not be stored with the computer.
- Hard copies or the work in progress are produced regularly to meet drafting and authentication requirements.

***If work cannot be authenticated, then the matter must be dealt with as a possible breach of authentication.***

### Possible Breaches of Authentication

Teachers should not accept work for assessment until sufficient evidence is available to show that work is the student's own.

The authenticity of the work may need to be checked if the work:

- Is not typical of other work produced by the student.
- Is inconsistent with the teacher's knowledge of the student's ability
- Contains unacknowledged material
- Has not been sighted and monitored by the teacher during its development.

### **Onus of proof**

The onus is on the student to provide evidence that the work submitted is the student's own and was completed in accordance with the VCAA requirements.

- Provide evidence of the development of the work, for example, drafts, which may not have been sighted by the teacher.
- Discuss the content of the work with the teacher and answer questions to demonstrate their knowledge and understanding of the work.
- Provide samples of other work
- Complete, under supervision, a supplementary assessment task (or test) related to the original task.
- Attend an interview or complete a test to demonstrate his or her understanding of the work.

### **Evidence of Breach of Authentication**

The evidence required to substantiate a breach of authentication for SAC tasks and SATs should include as much of the following as is necessary and sufficient:

- A record of student's attendance.
- The teacher's Authentication Record.
- A record of the teacher's judgement about the authenticity of particular work.
- Work of other students which is similar or identical to that presented by the student in question
- Samples of other work of the student to provide a comparison of work, which the school has been able to authenticate with that which it is unable to authenticate.
- A copy of relevant source material from which unacknowledged work was obtained
- A record of the outcome of any interview, discussion, supplementary assessment task or written test where the student has been asked to demonstrate his or her understanding of the work.
- Any admission from the student that the work submitted was not his or her own.

### **Time-lines for Completion of Work**

Time-lines must be followed.

Dates will be distributed in class and at Level Assemblies.

### **Breach of Authentication**

Should the college be satisfied, on the basis of evidence, that there has been a substantial Breach of Authentication, then the Program Manager has the power to determine what action should be taken.

### **Student Interview**

Students will be informed of the need for an interview.

The interviewing panel may consist of the Program Manager and teacher with the student accompanied by a parent or friend in a support role.



## School Assessed Coursework / Penalties for breach of Authentication

The Program Manager has the power to:

- Reprimand a student
- Give the student the opportunity to resubmit work if this can occur within the dates designated by the VCAA.
- Refuse to accept that part of the SAC, which infringes the rules, and submit a score solely on an assessment of the remainder.
- Refuse to accept any of the SAC if the infringement is judged by the Program Manager to merit such a decision.

## Notification to student

Notification to the student must be in writing and include;

- The purpose of the interview
- The date, time and place of the interview
- The composition of the panel
- Advice that the student revisits his or her copy of the work prior to the interview.
- An instruction to take a copy of the work to the interview
- Advice that a parent or friend may accompany the student to the interview in a support role, but not as an advocate
- The name of the person with whom the student may clarify procedures.

## Notification to the Victorian Curriculum Assessment Authority

Program Managers and Administration are required to report to the Authority all occurrences of breaches of rules.

## Appeals by students

Students have a right to appeal to the VCAA against a decision if a penalty has been imposed because of a breach of the VCAA rules.

Students may appeal on one of two grounds:

- That a breach had not occurred.
- That the penalty was too severe.

## Source of information in this Document

Victorian Curriculum Assessment Authority

VCE Administrative Handbook 2024

## VCE CURRICULUM

	Units 1 and 2	Units 3 and 4
Compulsory	EAL	EAL
	LOTE (Chinese) LOTE (Vietnamese)	LOTE (Chinese) LOTE (Vietnamese)

	Accounting Foundation Mathematics General Mathematics  Mathematical Methods Specialist Maths Physics VCE VET-Kitchen Operations	Accounting  General Mathematics Further Mathematics  Mathematical Methods Specialist Maths Physics VCE VET-Kitchen Operations
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**Note:**

1. These are the subjects (studies) available at Acknowledge Education in 2025.
2. While Acknowledge Education tries to make available the maximum number of subjects and combinations of subjects at all levels, some restrictions may occur with regard to the number who can be admitted into a particular class.
3. The provision of any subject is dependent on sufficient numbers of students selecting it. If a subject is chosen by so few students that it would not make a viable class, those students will be advised so that an alternative course can be chosen.
4. In the event of insufficient students enrolling in a subject to make a viable class, it may be possible to enrol a student in a distance learning course. Several conditions apply to this course of action. A student may be enrolled in distance learning in one subject only. The subject will be timetabled in the College schedule and the student(s) will be supervised by a member of the College teaching staff and be expected to attend and progress as outlined for all students.
5. Other LOTE studies are available through the VSL (Victorian School of Languages).
6. Students may complete alternative VCE studies through other providers only after consultation with Acknowledge Education's VCE Co-ordinator.

\* Students may be selected for General Mathematics (Specialist) in Unit 2.

\* For enrolment in Specialist Mathematics Units 3 and 4, students must also enrol in Mathematical Methods Units 3 and 4.

## IMPORTANT CONTACT NUMBERS

### Emergency Contact Information for Under 18 Students

#### Who to contact in an emergency:

Number	Reason
000	<p>This is the Police, Ambulance and Fire department hotline. Call this number if:</p> <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>
Responsible adult Number	<p>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:</p> <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>
90713900	<p>This is a mobile number of a school staff member. It should only be called in situation where:</p> <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>
<b>Your Safety</b>	
<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>	
<b>What is child abuse?</b>	<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>
<b>Who can I talk to about this?</b>	<p>If you are worried about child abuse, for you or someone you know, there are people you can talk to. You can call 9663 3399 and ask for any of the people below, or you can call 90713900</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> <p><b>Wendy Wang - located on level 5, 168 Exhibition Street, Melbourne</b></p> <p><b>Nik Dulics - located on level 4, 168 Exhibition Street, Melbourne</b></p>
<b>Other useful numbers</b>	<p>National Child Abuse Helpline – 1800 99 10 99</p> <p>Kids Helpline – 1800 55 1800</p> <p>Headspace – 1800 650 890</p>

## **Student Welfare / Support Officers**

### **Ms Huong Pham (Vietnamese)**

Tel (+613) 9663 3399

Email: [h.pham@ae.edu.au](mailto:h.pham@ae.edu.au)

### **Lucy Li (Chinese)**

Tel (+613) 9663 3399

Email: [l.li@ae.edu.au](mailto:l.li@ae.edu.au)

### **Ms Miki Tanaka (Japanese)**

Tel: (+613) 9663 3399

Email: [m.tanaka@ae.edu.au](mailto:m.tanaka@ae.edu.au)

### **Ms Janet Yoong and Ms Wendy Wang: (Homestay & Welfare)**

Tel: (+613) 9663 3399, Mobile 0407 507 902 (emergency only)

Email: [homestay@ae.edu.au](mailto:homestay@ae.edu.au)

Email: [w.wang@ae.edu.au](mailto:w.wang@ae.edu.au)

### **Etsuko Sanda (Administration officer)**

Tel: (+613) 9663 3399

Email: [admissions@ae.edu.au](mailto:admissions@ae.edu.au)

### **Nik Dulics (VCE Coordinator)**

Tel: (+613) 9663 3399

Email: [nik.dulics@ae.edu.au](mailto:nik.dulics@ae.edu.au)

### **Chien Vu (Chief Executive Officer)**

Tel: (+613) 9663 3399

Email: [chien.vu@ae.edu.au](mailto:chien.vu@ae.edu.au)

## **KEY CONTACTS**

<b>Contact</b>	<b>Address</b>	<b>Phone Number</b>
<b>Dentist</b> Melbourne City Dental Group	Suite 2. Level 10/20 Collins St, Melbourne VIC 3000	(03) 9654 5105
<b>Doctors</b> Medical One - QV	3, 23 QV Terrace, 292 Swanston Street, Melbourne VIC 3000	(03) 8663 7000
<b>Libraries</b> State Library of Victoria/ City Library	328 Swanston St, Melbourne VIC 3000/ 253 Flinders Ln, Melbourne VIC 3000	
<b>Book store</b> Academic & High School Bookshop	700 Mt Alexander Rd, Moonee Ponds VIC 3039	
<b>Government</b> Department of Home Affairs:	<a href="https://www.homeaffairs.gov.au/">https://www.homeaffairs.gov.au/</a>	
Department of Consumer Affairs:	<a href="http://www.consumer.vic.gov.au">http://www.consumer.vic.gov.au</a>	



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