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文案专员为每位学生一对一定制专属方案，移民律师外部协助。团队为学生带来高质量服务



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ACKNOWLEDGE
EDUCATION

ELICOS

Student Handbook
2024

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WELCOME MESSAGE

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

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

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

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

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



Chien Vu, CEO



INTRODUCTION TO ACKNOWLEDGE EDUCATION

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

With over 30 years' experience as an ESL provider, Acknowledge Education provides the highest quality English Language courses for your learning experience! Our courses have been proudly endorsed by NEAS for more than 25 years, and we aim to give students the most exciting, welcoming, and immersive educational experience in Australia.

At AE, we provide classes for General English (GE) to help develop your everyday English skills, IELTS preparation, and English for Academic Purposes (EAP) if you are preparing for university.

Additionally, we have our extremely reputable High School Preparation (HSP) and Junior School Preparation programmes (JSP), with highly experienced and qualified teachers guiding and preparing our students in lively and engaging classes.

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.

From everyone here at AE, we hope you enjoy your time in Melbourne!

OUR MISSION

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

CONTACT AND LOCATION

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

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

Website: www.acknowledgeeducation.edu.au

Facebook Page

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

POLICIES AND PROCEDURES

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

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

You should pay attention to the following policies:

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

CHANGE OF ADDRESS

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

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

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

Additional information on student visas is available on the Department of Home Affairs website: www.homeaffairs.gov.au.

FEES

Please see <https://www.acknowledgeeducation.edu.au/international-student-fees/> for a complete list of all fees and charges.

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

TUITION PROTECTION SERVICE (TPS)

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

STUDENT SUPPORT SERVICES

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

Administration and Course Officers	Student Recruitment
Mandy Simons, Registrar Tel: (+613) 9663 3399 Email: registrar@ae.edu.au	Huong Pham Tel: (+613) 9663 3399 Email: huong.pham@ae.edu.au
Cyrus Nickson, Director of Studies Tel: (+613) 9663 3399 Email: cyrus.nickson@ae.edu.au	Lucy Li Tel: (+613) 9663 3399 Email: lucy.li@ae.edu.au
George Puckering, HSP/VCE Manager Tel: (+613) 9663 3399 Email: george.puckering@ae.edu.au	Indika Ferdinando Tel: (+613) 9663 3399 Email: indika.ferdinando@ae.edu.au
Nik Dulics, HSP Head Teacher Tel: (+613) 9663 3399 Email: headteacherhsp@ae.edu.au	Sachin Shah Tel: (+618) 6355 5919 Email: sachin.shah@ae.edu.au
Mike Browne, ELICOS Head Teacher Tel: (+613) 9663 3399 Email: headteacherelicos@ae.edu.au	
WENDY WANG, International Student Coordinator Tel: (+613) 9663 3399 Email: wendy.wang@ae.edu.au	
JANET YOONG, Homestay/Welfare Support Officer Tel: (+613) 9663 3399 Email: homestay@ae.edu.au	
SOPHIA HO, Student Support Officer Tel: (+613) 9663 3399 Email: sophia.ho@ae.edu.au	

WELFARE AND ACCOMMODATION ARRANGEMENT POLICY

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

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

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

You can choose your own responsible adult, or to appoint a care team. “Your Care Team” will provide:

General Support Services

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

Academic Care

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

Emergency Assistance

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

CONSULTATION

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

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

General English, English for Academic Purposes, IELTS Preparation, English for Health Professionals	English for Secondary Schools: High School and Junior School Preparation
<p>Contact: Head Teacher</p> <p>Availability: Monday–Friday</p> <p>Accessibility: Open-door approach or by appointment: headteacherelicos@ae.edu.au</p> <p>Areas of consultation include:</p> <ul style="list-style-type: none"> ▪ Academic progress and support; ▪ Access to additional academic resources; ▪ Adjusting to life in Australia; ▪ Attendance; ▪ General wellbeing and support; ▪ Orientation program. 	<p>Contact: Head Teacher</p> <p>Availability: Monday–Friday</p> <p>Accessibility: Open-door approach or by appointment: headteacherhsp@ae.edu.au</p> <p>Areas of consultation include:</p> <ul style="list-style-type: none"> ▪ Academic progress and support; ▪ Access to additional academic resources; ▪ Adjusting to life in Australia; ▪ Attendance and behaviour; ▪ General wellbeing and support; ▪ Homestay issues; ▪ Orientation program; ▪ School pathways and visits.
<p><u>Homestay/Welfare Support Officer</u></p> <p>Availability: Monday-Friday</p> <p>Accessibility: Open-door approach or by appointment: homestay@ae.edu.au</p>	<p><u>Homestay and Your Care Team Officers</u></p> <p>Availability: Monday-Friday</p> <p>Accessibility: Open-door approach or by appointment: homestay@ae.edu.au, wendy.wang@ae.edu.au</p> <p>*If you are under YCT care and need emergency assistance, you may contact Wendy Wang outside of office hours.</p>
Full-time staff are available at the centre when they are not teaching.	

STUDENT COUNSELLING

Access FREE Counselling Sessions

Australian Counselling Service (ACS) provides:



Counselling support for a range of concerns including stress, relationships, living in Australia, 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.

Do you need to speak with a Counsellor?

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.

Book your online session now by registering at www.acscounselling.com.au/registration/acknowledge or calling **1300 374 033** or emailing info@acscounselling.com.au

AIPC and ACS look forward to supporting your mental health and wellness.



Australian
Counselling
Service



OTHER SUPPORT

Lifeline

Phone: 13 11 14

Website: www.lifeline.org.au

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

Kids Helpline

Phone: 1 800 55 1800

Website: kidshelpline.com.au

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

Nurse-on-Call

Phone (Victoria): 1 300 60 60 24

Website: www.ambulance.vic.gov.au/campaigns/nurse-on-call

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

Translating and Interpreting Service (TIS)

Phone: 13 14 50

Website: www.tisnational.gov.au

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

INFORMATION ABOUT YOUR ENROLMENT

GENERAL DESCRIPTION OF FACILITIES

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

Melbourne (Exhibition St Campus)	Facilities	Additional comments
Level 4	<ul style="list-style-type: none"> • Classrooms • Disabled toilet/shower 	Levels 4 and 5 are for under 18 students only.
Level 5	<ul style="list-style-type: none"> • Classrooms • Student kitchen and microwaves • Student lounge and eating area • Head Teacher's office • Student Services offices 	
Level 6	<ul style="list-style-type: none"> • Reception • Computers and printing service • Student library • Disabled toilet/shower 	

Melbourne (Bourke St Campus)	Facilities	Additional comments
	<ul style="list-style-type: none"> • Classrooms • Student kitchen and microwaves • Student lounge and eating area • Head Teacher's office • Reception and student services offices • Computers and printing service • Student library 	The classrooms are for GE, EAP, and IELTS students.

Additional Resources:

- Student Wi-Fi throughout the campus
- High-end data projectors in every classroom
- Water coolers on every floor
- Electronic access to EBSCO Premier on-line database
- Hearing augmentation facilities

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

PROPERTY

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

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

STUDENT CODE OF CONDUCT

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

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

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

Students are also expected to:

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

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

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

NON-COMPLIANCE

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

Step 1:

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

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

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

Step 2:

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

Step 3:

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

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

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

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

ATTENDANCE

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

Attendance Warning Procedure

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

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

COURSE PROGRESS AND COURSE COMPLETION

Assessment tasks

- Assessment tasks will cover all four macro skills: Reading, Writing, Speaking and Listening.
- Assessment tasks may include:
 - In-class participation;
 - Homework tasks;
 - Formal and informal class tests;
 - Interview with a staff member;
 - Participation in group activities.
- Your teacher will also be assessing your language skills during class.
- You will make good progress with your English language studies if you use English as much as possible, participate regularly during classes and complete all of your homework, course assignments, tests and activities.
- There are also additional study resources available online and on campus. Simply ask your teacher or program manager to advise you.

Monitoring course progress

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

Course(s)	Assessment	Report
General English & English for Academic Purposes	Week 5 Week 10	Week 5 Week 10
IELTS Preparation	Week 5 Week 10 Week 15	Week 5 Week 10 Week 15
English for Health Professionals	Generally every 2 weeks	Ongoing feedback
English for Secondary Schools	Week 5 Week 10	Week 5 Week 10

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

Intervention strategies

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

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

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

Graduation

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

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

- VCE (secondary school)
- Certificate III
- Certificate IV
- Diploma
- Advanced Diploma
- Bachelor

COURSE INFORMATION: ENGLISH FOR SECONDARY SCHOOLS

Class Times

Time	Activity
9 – 10.30	Session 1
10.30 – 10.45	Break
10.45 - 12	Session 2
12 – 12.45	Lunch break
12.45 – 2	Session 3
2 – 2.15	Break
2.15 – 3.15	Session 4

Uniform

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

Homework

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

Reports

Your school report will be given to you every 5 weeks and a copy will be sent to your pathway school.

Food and Drinks

Students may bring food from home to eat on Level 5 (under 18 years old). At no time are students allowed to eat in the classrooms, but drinking water is allowed. In an effort to minimise rubbish, you are not to bring takeaway food to school.

Student leave

If you wish to take leave for a holiday or any other purpose during your enrolment, you must obtain permission from the Program Manager well in advance. **DO NOT BUY A PLANE TICKET** until you have received permission from Acknowledge Education.

ENGLISH FOR SECONDARY SCHOOLS RULES

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

1. **Be on time.** Do not be late for class. If you are unable to attend school, your parent/homestay will need to call the school or email the Manager that morning to explain the reason for your absence.
2. **Speak only English in the classroom.** Additionally, do not use any bad or offensive language.

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

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

COURSE INFORMATION: GENERAL ENGLISH, ENGLISH FOR ACADEMIC PURPOSES, IELTS PREPARATION

Class Times

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

Homework

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

Reports

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

Student leave

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

LIVING IN AUSTRALIA

HOMESTAY AND ACCOMMODATION ARRANGEMENT

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

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

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

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

WORKING IN AUSTRALIA

Most student visa holders can work up to 48 hours per fortnight (i.e., 24 hours per week) during the semester and full-time during vacation periods. As an international student, it is important for you to be aware of your rights and responsibilities if you intend to work in Australia.

Finding Work

Many students find work online through websites such as www.seek.com.au, www.careerone.com.au and www.gumtree.com. You may also have success by walking into local restaurants or other businesses and asking them directly if they are hiring. Don't forget to bring your updated CV and a cover letter.

Workplace rights

Australia has strict laws related to employment conditions. Everyone working in Australia has basic rights at work, including:

- a minimum wage
- protection from unfair treatment or dismissal
- breaks and rest periods during longer working hours
- a healthy and safe work environment.

Equal opportunities must be provided to all workers in Australia, including international students or those on working holiday visas. It is illegal to disadvantage anyone in the

workplace on the basis of race, religion, age, gender, marital status, sexual preference or disability.

The Fair Work Ombudsman website has a lot of information specifically for international students about your rights and responsibilities in the workplace. Search for Fair Work Ombudsman and international students.

Visit www.fairwork.gov.au or call 13 13 94 for further information.

Australia's tax system

Before you start working, you will need to apply to the Australian Taxation Office for a Tax File Number. If you don't have a Tax File Number, you will have to pay tax at the rate of 49 per cent.

At the end of the financial year, which ends on 30 June, you must lodge a tax return to the Australian Taxation Office. You may receive a tax refund.

Visit www.ato.gov.au or call 13 28 61 for further information.

Superannuation

If you work in Australia as an international student and are paid \$450 or more per calendar month, you may be entitled to superannuation – which is the Australian form of pension. Your employer is usually required by law to pay money into a superannuation or retirement savings account for you. These super guarantee contributions must be at least 10.5% of your ordinary earnings and you may be entitled to choose your own super fund.

Banking

The Customer Service staff at any branch of an Australian bank can give you information about bank accounts.

EFTPOS (Electronic Funds Transfer at Point of Sale) is widely accepted in Australia. By using EFTPOS it reduces the need to carry large sums of cash. Please note that additional fees sometimes apply. Major credit cards are widely accepted in Australia, and can be very useful as most things (including tuition fees) can be paid for with a credit card. However, students should be careful not to let their credit card usage get 'out of hand' or to lend it to other people.

Additionally, many retailers now accept smart phone payments such as Apple Pay and Android Pay.

Settling In

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

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

EMERGENCY CONTACT INFORMATION

EMERGENCY SERVICES IN AUSTRALIA

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

Emergency Contact Information for Under 18 Students

Number	Reason
000	<p>This is the Police, Ambulance and Fire department hotline. Call this number if:</p> <ol style="list-style-type: none"> Someone is seriously injured or in need of urgent medical help If your life or property is being threatened You have witnessed a serious accident or crime
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.</p> <p>Call this number if:</p> <ol style="list-style-type: none"> You are scared or confused, and you don’t know what to do You are sick or ill and unable to get to a doctor Other non-life-threatening situation
9071 3900	<p>This is the number of a school staff member. It should only be called when:</p> <ol style="list-style-type: none"> Someone has made you feel threatened, touched you inappropriately or physically abused you or abused you in another way If you are unable to contact your responsible adult
Your Safety	
<p>You have the right to be safe and free from abuse, including at school. Schools and other child-related organisations must follow laws to protect children in their organisations from abuse.</p>	
What is child abuse?	<p>Child abuse includes:</p> <ul style="list-style-type: none"> sexual or grooming offences physical violence serious emotional or psychological harm or neglect

Who can I talk to about this?	<p>If you are worried about child abuse, for you or someone you know, there are people you can talk to. You can call the school at 9663 3399 and ask for any of the people below, or you can call the AE emergency phone at 9071 3900.</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>George Puckering – Level 5, 168 Exhibition Street, Melbourne Wendy Wang – Level 6, 168 Exhibition Street, Melbourne Cyrus Nickson – Level 6, 168 Exhibition Street, Melbourne</p>
Other useful numbers	<p>National Child Abuse Helpline – 1800 99 10 99 Kids Helpline – 1800 55 1800 (kidshelpline.com.au) Headspace – 1800 650 890 (headspace.org.au)</p>

Safety Card

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

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

Additional Contacts and Resources

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

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

Counselling Services	Number	Website
Kids Helpline (5- to 25-year-olds)	1 800 55 1800	kidshelpline.com.au
Lifeline	13 11 14	www.lifeline.org.au
Suicide Help Line Victoria	1300 651 251	www.suicideline.org.au
Alcoholics Anonymous	9429 1833	aa.org.au
Direct Line	1800 888 236	www.directline.org.au

Gambler's Help	1800 858 858	gamblershelp.com.au
Pregnancy Help Line	1300 139 313	pregnancyhelpaustralia.org.au
Abortion Grief Counselling	1300 363 550	www.abortiongrief.asn.au
Centres Against Sexual Assault	1800 737 732	www.casa.org.au

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

Additional Websites

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



acknowledgeeducation.edu.au