



ACES CENTRE PTY LTD

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CRICOS Code: 02800G

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www.acescentre.com.au

PRE-ENROLMENT INFORMATION

Entry Requirements

Policy

Education is provided at Aces Centre to students to increase their level of vocational education and training.

Academic requirements

- Entry into study at Aces Centre requires successful completion of 12 years of schooling equivalent to the Australian Higher School Certificate (HSC) for Advanced Diploma courses; or the Australian School Certificate (or equivalent) for other courses.

English language requirements

- If English is your second language, you must provide evidence of IELTS (Academic or General) minimum 5.5, or equivalent, for entry into any of our courses, except Certificate IV in Spoken and Written English – Further Studies (CSWEIV - FS). The English language requirement for CSWEIV - FS is at least IELTS 4.5 (General or Academic), or equivalent.
- If your IELTS score is 4.5 or 5.0 and you successfully complete our 12 week CSWEIV – FS course, you are not required to re-sit IELTS to further your study at Aces Centre in another course of your choosing.

The Aces Centre Enrolment Application Form must be completed.

Recruitment

Policy

Student recruitment to Aces Centre is carried out in an ethical and responsible manner in accordance with Access and Equity principles.

Eligibility criteria and all other application related information are available on the Aces Centre website (www.acescentre.com.au). Entry to Aces Centre courses is open to all applicants who satisfy the entry requirements. Students typically enrol prior to the starting date of a course; however, students may be permitted to enrol once a course has started depending on the progression of the course, the availability of places and the eligibility of the student to enrol.

Application & Enrolment Process

Policy

Students are required to complete an application form prior to enrolment in Aces Centre.

Procedure

- Prospective students may access information regarding course content, pre-requisites, qualifications, fees, and more from the Aces Centre website (www.acescentre.com.au).
- The Enrolment Application form is available for download on the Aces Centre website. Applicants must complete this form and submit it to Aces Centre along with all necessary attachments. This includes evidence of English language proficiency for international applicants.
- A non-refundable application processing fee of A\$200 is payable immediately upon lodgement of the Enrolment Application form.
- An offer of course placement letter will be sent to successful applicants.
- Full tuition fee payment (including any additional compulsory fees) is required to secure the offer. Fees may be paid by cash, cheque, direct deposit into the Aces Centre bank account, or by sending an international bank draft in Australian dollars.
- Upon receiving payment of all fees, Aces Centre will issue an Electronic Confirmation of Enrolment for overseas students (this document can then be used to apply for a student visa to study in Australia). Refer to the DEPARTMENT OF IMMIGRATION AND CITIZENSHIP website at: <http://www.immi.gov.au/students/students/chooser/index.htm> for more information on visa requirements.

Orientation

Policy

During the first week of a student's course at Aces Centre, a trainer/staff member will welcome the student at Reception, answer any questions and supply the student with a copy of the Aces Centre Student Handbook, containing information about:

- Further study
- Course progress requirements
- Enrolment cancellation

- How Performance/Assessment Criteria, Skills and Knowledge are assessed
- Recognition of Prior Learning/Recognition of Current Competency
- How to lodge a complaint or appeal
- How to get extra help with learning
- Emergency evacuation procedures
- Students' Code of Behaviour
- Student Support Officer
- Library material

In addition, for overseas students:

- Requirements of the ESOS Act 2000 and the National Code 2007

The following link may assist you in understanding the ESOS legislative framework:

<http://www.aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Further information regarding your stay in Sydney, including accommodation, weather, general expenses, transport and other useful information, can be found on the Aces Centre website (www.acescentre.com.au).

It is a visa requirement that overseas students with school-aged children enrol them in school. Overseas students should be aware that in most circumstances they will be required to pay full fees for any of their school-aged dependants who accompany them and who are enrolled in either a government or non-government school in Australia.

Recognition

AQF Qualifications and/or Statements of Attainment issued by any other RTO are recognised by Aces Centre. We reserve the right to verify the authenticity of such documents as required, and to investigate the currency of the units of competency/modules indicated on the candidate's transcript.

Recognition of Prior Learning (RPL) / Recognition of Current Competency (RCC)

Students who believe they can already satisfy the Skills, Knowledge and Performance/Assessment Criteria required to demonstrate competency in any course offered at Aces Centre can request RPL/RCC by completing the Request for Recognition of Prior Learning form.

Students can access comprehensive information on various Training Packages : through the website www.training.gov.au. This website provides details on specific Units of Competency and pre-requisites. Students may contact our office with any enquiries regarding training packages used at Aces Centre.

Students requesting RPL for any units/modules, need to:

- Read the information in the Training Package regarding the unit(s) of competency/modules for which they are requesting RPL and contact our office for clarification if necessary.
- Collect and complete the Request for Recognition of Prior Learning form, available from the office or via email on request.

The form will enable students to map their skills and knowledge to all relevant units of competency. Evidence must be provided to demonstrate competence. The evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (the student's own work). Besides providing evidence, the student must also provide a summary list of all the evidence that they are submitting for each unit of competency. The student must then present the evidence and the list of evidence to Aces Centre Office for assessment along with the Request for Recognition of Prior Learning form.

RPL applicants will participate in an interview with an assessor, who may also ask them to undergo a challenge test or assessment. A written report or Assessment Matrix is provided on the outcomes of assessment of the application for RPL which the student is required to counter-sign. The cost for RPL assessment is \$600/unit of competency requested; this cost must be paid in full by the student. If an RPL candidate wishes to complete a whole course/qualification via RPL, the RPL fees shall not exceed the total tuition fees of the course/qualification.

Aces Centre will provide the student with a record of the course credit. This must be signed by the student, and placed in the student's file. If course credit is granted to a student before their student visa, the CoE for that student will indicate the reduced net course duration. If the course credit is granted after the student visa, Aces Centre will report the change of course duration via PRISMS.

Where RPL is granted to overseas students, Aces Centre will notify DIAC and provide, where possible, meaningful learning activities such as assignments for the resulting change of the course duration, ensuring a full-time 20 hour per week load.

Access and Equity

Access and equity refers to the policies and approaches in place to ensure vocational and technical education (VTE) is responsive to the diverse needs of individual clients, including people who face barriers due to age, gender, cultural difference, disability, language, literacy and numeracy, unemployment, imprisonment or isolation and any other clients who are experiencing barriers in relation to access, participation and outcomes.

At Aces Centre delivery modes and training and assessment materials meet the needs of a diverse range of students. Where we are unable to meet their needs we refer the student to another external organisation or another RTO.

Aces Centre is open to students who satisfy the minimum English and education requirements, students of any gender or cultural background, employed or unemployed. For details regarding Aces Centre's ability to accommodate a particular disability the applicant is required to contact Aces Centre Office.

As advised under "Recruitment Process" in this document, evidence of specific levels of English language proficiency, education, literacy and numeracy must be provided prior to enrolment where applicable.

Students with learning and/or assessment difficulties or any other form of disability, who are experiencing difficulty or stress in adjusting to their study load or lifestyle, are encouraged to engage with the Aces Centre student counsellor and may be referred to an external specialist agency.

Aces Centre provides equal access to training delivery and assessment services for all students who are enrolled at Aces Centre. Where possible, we conduct flexible training to meet specific needs of individual students.

Aces Centre is located on Level 4, 36 York St., Sydney NSW 2000 Australia. There is wheelchair access by lift to level 4. For after-hours access students are required to call the Centre or use the intercom system. Any correspondence should be directed to our postal address: PO Box Q119, Queen Victoria Building, Sydney NSW 1230, Australia.

Aces Centre premises may be under constant surveillance cameras for security purposes.

The student Application for Enrolment form requires students to provide evidence of their English language capabilities and to indicate any special needs for the course.

Student recruitment to Aces Centre is carried out in an ethical and responsible manner in accordance with Access and Equity principles. The National Code restricts Aces Centre from enrolling overseas students transferring to the College from another registered provider prior to the student completing 6 months of their principal course of study. In compliance with this requirement Aces Centre will not enrol any overseas students transferring to the College from another registered provider prior to 6 months of their principal course being completed, unless that student has a valid letter of release agreeing to such a transfer, or if other specific conditions are met.

Aces Centre will only defer or temporarily suspend the enrolment of a student on the grounds of:

- compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or
- misbehaviour by the student.

Aces Centre reserves the right to cancel a student's enrolment under certain conditions by reporting the student via PRISMS. Please refer to the Cancellation Policy section of this document for information regarding cancellation of student enrolment at Aces Centre.

Where applicable, the CEO will inform the student of the intention to suspend or cancel the student's enrolment, where the suspension or cancellation is not initiated by the

student, and notify the student that he or she has 20 working days to access the Aces Centre Complaints and Appeals Process. If the student accesses the Aces Centre Complaints and Appeals Process, the suspension or cancellation of the student's enrolment will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

If a student requests to or is required to defer, suspend or cancel their studies, the CEO will inform the student that deferring, suspending or cancelling his/her enrolment may affect his/her student visa.

Once deferment, suspension or cancellation of a student's studies has been confirmed, the CEO will notify the Secretary of DEEWR via PRISMS of the change in the student's enrolment.

Your trainers will:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assist all students to achieve course outcomes
- provide equal access to resources
- connect students having learning difficulties with appropriate specialists.

Students will not engage in work placements unless required by the course. Aces Centre is equipped with IT facilities for in-class training purposes, but is not responsible for providing students with IT facilities or Internet for their personal study outside of class or other use. In order to complete the online component of the course, students must have access to their own personal computer/laptop equipped with MS Office software and at least ADSL2+ Internet connection.

Overseas Students Under 18 Years – Policy and Procedure

Policy Purpose:

To ensure that arrangements (including accommodation, support and welfare services) are in place to protect the personal safety and social wellbeing of overseas students under the age of 18 studying at Aces Centre, who are not under the care of a parent/legal guardian or other suitable relative.

Procedure:

1. CAA will advise CEO of prospective overseas students under the age of 18, after receiving the student's application form.
2. CEO will verify that the Application Form and Letter of Offer are signed by student's parent(s) or legal guardian before processing any payment of fees.
3. The Application Form will indicate whether the student will be residing with a parent/legal guardian or suitable relative in Australia, or whether Aces Centre will be responsible for arranging accommodation, support and general welfare services for the student and the period for which this responsibility will apply.

4. Students not intending to reside with a parent/legal guardian/suitable relative will be referred to the Aces Centre Student Support Officer for appropriate accommodation, support and welfare arrangements.
5. Accommodation, support and welfare arrangements managed by the Student Support Officer include:
 - a. Checking the suitability of student accommodation (of any type) by conducting regular (monthly) in person checks
 - b. In the case of organised homestay, initiating contact with the host family on a monthly basis
 - c. Conducting monthly review/counselling sessions with the student to evaluate progress and needs
6. In the event that the student's enrolment at Aces Centre is suspended or cancelled, Aces Centre will continue to monitor and assess the suitability of accommodation, support and welfare arrangements for the student until:
 - a. The student is accepted by another registered provider and that registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements, or
 - b. The student leaves Australia, or
 - c. Other suitable arrangements are made that satisfy the Migration Regulations, or
 - d. Aces Centre reports that it can no longer approve of the arrangements for the student.
7. In the event that the Student Support Officer is unable to provide the services required by the student, the CEO will designate another suitable member of staff or external consultant to carry out all necessary procedures where appropriate.

Course Progress Requirements

Aces Centre monitors all students' course progress through a range of assessment materials.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that term, as defined by the Unsatisfactory Course Progress Thresholds below:

- *NYS in ≥50% of Assessments in a 1 Unit Term*
 - *NYC in 1 Unit of a 2 Unit Term*
 - *NYC in 2 Units of a 3 Unit Term*
 - *NYC in 2 Units of a 4 Unit Term*
 - *NYC in 3 Units of a 5 Unit Term*
 - *NYC in 3 Units of a 6 Unit Term*
- Unsatisfactory Course Progress Thresholds**

Aces Centre will implement an intervention strategy where a student is found to be not making (or at risk of not making) satisfactory course progress. The aim of the intervention strategy is to provide the student with guidance and strategies to maximise their academic progress.

At the end of each term, students will be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, or is at risk of not making satisfactory course progress, the intervention strategy is implemented. If a student is identified as not making satisfactory course progress in a second consecutive term in a course, Aces Centre will notify the student of the intention to report the student to DIAC for unsatisfactory course progress. The written notice (of intention to report a student) will inform the student that he or she is able to access Aces Centre's complaints and appeals process and that the student has 20 working days in which to do so.

Reporting a student for unsatisfactory course progress will result in the cancellation of the student's enrolment and may jeopardise the student's visa.

Please contact Aces Centre or refer to the Aces Centre Student Handbook for details on the Aces Centre Course Progress Policy and Procedures.

Attendance Requirements

Students are required to study on a full-time basis. This means students are expected to attend all 20 scheduled hours per week for the duration of their qualification. In order to achieve satisfactory attendance, students must maintain a minimum of 80% attendance (including the online study component).

Student online attendance is timed and recorded using a software system that monitors active participation on the Aces Centre Intranet. Online activity time will not be counted towards a student's fortnightly attendance where:

- a) The system identifies that the student is idle on the Intranet even though he/she is logged in, and/or
- b) The student is using the Intranet during a time which is scheduled face-to-face class time.

Students' weekly online "Activity Log" spans from midnight on Sunday to midnight on the following Sunday. Personal accumulated online attendance (in minutes) will be emailed to each student every Friday morning. This email serves as an indicator of how many online minutes students have accrued for the week so far, and a reminder for students to complete the required 5 hours before the end of Sunday if they have not already done so. A maximum of 300 minutes (5 hours) per week will be credited towards a student's total attendance record. This means that if a student spends 7.5 hours on the Aces Centre Intranet in a given week, they will still only receive 5 hours of online attendance credit towards their total attendance record for that week.

Face-to-face and online attendance are monitored and recorded daily, and total attendance is determined every term. Attendance for every term is calculated based on the minimum 80% attendance requirement, from the student's first week of study through to the last week of the student's scheduled study of that term, which is normally from week 1 through to week 9 for any given term. If a student is unable to attend a class due to illness or other serious hardship or misadventure, the student must provide a medical certificate or other suitable supporting evidence to support their absence from

class, as soon as possible. For medical certificates to be accepted, they must have formal letterheads and be signed and stamped by a certified medical practitioner. Any absence justified with an appropriate document will not give students credit to their minimum 80% required attendance. Students are also encouraged to notify the college in advance if they will not be attending, on 9279 0535.

On a termly basis, if records indicate that a student's attendance has dropped below 80%, regardless of whether evidence to support the student's absence was submitted, the student will receive a written notification of the intention to report him/her to PRISMS for unsatisfactory attendance. The student will then have 20 working days to appeal this decision and/or to provide supporting evidence. Once 20 working days have elapsed, if the student has chosen not to access the Aces Centre Complaints and Appeals process, has withdrawn from the process, or submitted an appeal/evidence that was settled in favour of Aces Centre, the student will be reported through PRISMS for not achieving satisfactory attendance, as soon as practicable. It is important to note that being reported to DIAC through PRISMS will result in the cancellation of the student's enrolment and may jeopardize the student's visa.

Any student experiencing difficulty in attending classes or completing online learning, or struggling with coursework, is encouraged to approach their trainer or a member of staff as soon as possible to discuss support options available to them so as to minimize the risk of not achieving satisfactory attendance.

Cancellation Policy

Aces Centre may cancel a student's enrolment on the grounds of unsatisfactory course progress, unsatisfactory attendance, failure to pay course fees, and/or disciplinary reasons, as detailed in the Aces Centre Student Handbook. Please contact us for more information on our Cancellation Policy.

Language, Literacy and Numeracy (LLN)

Aces Centre takes into account students' language, literacy and numeracy (LLN). LLN skills are generally integrated into units of competency in all Training Packages as the students need to have these fundamental skills in order to achieve the required competency.

Students must demonstrate satisfactory English language requirements as well as successful completion of HSC, SC or equivalent, as appropriate.

In developing Training and Assessment Strategies Aces Centre considers the LLN skills:

- of the learner
- required to participate in training
- required in the workplace.

Students must be able to demonstrate appropriate literacy or numeracy skills in order to undertake a course with Aces Centre. Students who are identified as needing to enhance their skills before undertaking a course will be referred to AMES NSW or Sydney Community College for specific learning needs or to undertake a remedial course.

Provision for Language, Literacy and Numeracy Support

All our courses are conducted in English by qualified and experienced trainers who have extensive experience in the industry. If English is not a student's first language they will need to provide certified evidence of English language proficiency at IELTS level 5.5 or equivalent for all courses besides our Certificate IV in Spoken and Written English – Further Studies. If you have achieved an English language proficiency level of IELTS 4.5 – 5 (General or Academic) or equivalent, you may enrol in our Certificate IV in Spoken and Written English – Further Studies (CSWEIV - FS). Successful completion of our CSWEIV – FS enables you to further your study at Aces Centre in another course of your choosing without having to re-sit IELTS.

The Australian Government has an extensive network of Education and Training Counsellors, Australian Education Centres and education advisers providing reliable and impartial advice on study opportunities in Australia. Students can contact Australian Embassies, High Commissions and Consulates in their own country for further information.

Flexible Learning and Assessment

Aces Centre provides equal access to training delivery and assessment services for all students. Teacher's responsibilities include conducting valid, reliable, flexible and fair assessments. Where possible, we conduct flexible training and assessment to meet specific needs of individual students.

The learning support strategies used by trainers at Aces Centre include:

- Introducing and familiarising students with technical terminology.
- Demonstrating procedures.
- Providing opportunities for 'hands-on' experience and practice.
- Ensuring individual support and advice to students.
- Encouraging students to work at their own pace.
- Encouraging students to take notes during lecture and tutorial sessions.
- Providing written learning material and illustrations to reinforce learning.
- A variety of different learning mediums (Presentations, CD ROMs, Interactive, Online)

Student Support, Welfare and Guidance Services

At Aces Centre you will interact with enthusiastic, motivated staff and you will have focused learning services and facilities made available to you. Aces Centre delivers quality training through a team of highly qualified teachers and trainers. The teaching

staff at Aces Centre have considerable industry experience and are dedicated to providing a quality learning experience to students and also guidance to students for their future career paths.

Facilities and Equipment

Aces Centre has lecture rooms and a learning laboratory that provide students with plenty of opportunities and ample space to practice and develop skills to industry standard, using the latest equipment and resources. Facilities and equipment are set-up, checked and maintained regularly to ensure effective and efficient operation and OH&S requirements.

Students have access to training and assessment facilities, machinery, equipment and resources. These include:

- Fully resourced lecture room
- Laboratory
- Equipment
- Adequate acoustics, ventilation and lighting
- Toilet facilities including disabled toilet
- References and online resources

Aces Centre has no arrangements with any other registered provider, person or business to provide any course or part of any course on its behalf.

Complaints & Appeals Process

Aces Centre welcomes student feedback and suggestions on our services. We respond to all substantiated complaints and appeals in a constructive and timely manner.

The Aces Centre ensures that:

- Any complaint or appeal, along with its outcome, is recorded and archived in the Aces Centre Register of Complaints and Appeals
- Any complaint or appeal is heard by an independent person or panel
- Each appellant has an opportunity to formally present their case and is given a written statement of the appeal outcome, including the reasons for the decision.

If a student encounters a problem with another student, a trainer, a staff member, the course content, the facilities or any other aspect of their course, they should first talk approach their trainer, the Student Support Officer or the CEO. They will endeavour to assist in resolving the complaint.

If the student wishes to make a formal complaint they will need to submit a complaint in writing to the CEO. If the student or the CEO feel there is a reason why the CEO should not be involved in the complaint resolution, an independent mediator, agreed by both parties, will be appointed.

During complaints and appeals processes each party may be accompanied by a support person. The processing of complaints and appeals will commence within 10

working days of the formal lodgement of the complaint or appeal. Aces Centre will take all reasonable measures to finalise the process as soon as possible.

If a student does choose to access our complaints and appeals process, Aces Centre will maintain the student's enrolment while the process is underway. If the complaint handling or appeal process results in the student's favour, Aces Centre will immediately implement any decision or actions required and advise the student of the change.

If at any stage a student is dissatisfied with the response to a complaint, they may appeal the decision. This should be done in writing and addressed to the CEO. Aces Centre will organise for an independent person to hear the appeal. This gives the student the opportunity to formally present their case. The student will be provided with a written statement of the appeal outcome including the reasons for the decision.

In situations where an independent mediator is required, this person will be independent to the complaint and appeal. They will be qualified and experienced in the particular area of the complaint and appeal and, depending on the nature of the complaint and appeal, they may include:

- A panel of qualified trainers/assessors
- A qualified trainer/assessor external to Aces Centre
- An AQTF training consultant
- A representative of ACPET
- A representative of the ITAB or Skills Council

If a student is still not satisfied with the management or the outcome of a complaint and/or appeal made to Aces Centre, the following contacts may assist in addressing the case:

Department of Fair Trading
1 Fitzwilliam St
Parramatta NSW 2123
Ph (02) 9895 0111

WorkCover Information Centre
400 Kent St
Sydney NSW 2000
Ph 131050

Anti-discrimination Board
Level 4/181 Lawson St
Redfern NSW 2016
Ph (02) 0318 5400

Office of the Director of Equal Opportunity in Public Employment
Level 11
28 Margaret St
Sydney NSW 2000

Ph (02) 9248 3555

National Training Complaints Hotline:
Ph: 1800 000 674

Student Responsibilities/Code of Behaviour

For the duration of a student's studies at Aces Centre, it the student's responsibility to:

- Conduct themselves in a safe and healthy manner
- Behave in a manner which prevents injury and disease to themselves, their fellow students and our staff and teachers
- Identify and report to their trainer any possible hazards resulting from equipment, facilities or the environment
- Comply with the College's emergency procedures
- Refrain from smoking anywhere in the building
- Refrain from drinking and/or eating in the classrooms or laboratory
- Attend class regularly and punctually
- Comply with assessment requirements as outlined in the student handbook section Conduct of Assessment
- Discuss any complaints with the trainer or CEO
- Not engage in any discrimination, harassment or bullying at any time to other students, staff, teachers or visitors to the College
- Report any discriminatory behaviour, harassment or bullying to the trainer or CEO
- Refrain from unacceptable behaviour including the use of bad language, alcohol and drugs
- Refrain from the use of devices that may disrupt class e.g. mobile phones and pagers
- Comply with the information outlined in the Student Handbook, Letter of Offer, Application Form and Assessment Cover Sheets

Students who fail to comply with the Code of Behaviour will be given a verbal warning in the first instance, a written warning in the second instance and dismissal in the third and final instance. No fees will be refunded in the case of dismissal.

ESOS Act 2000, ESOS Regulations 2001 and the National Code 2007

The provision of education and training for overseas students studying in Australia is regulated by Commonwealth legislation administered by the Commonwealth Department of Education, Science and Training, and a National Code (see: www.deewr.gov.au).

All States and Territories in Australia operate within this legislative framework. Its purpose is to protect the interests of people coming to Australia on student visas by providing them with tuition and financial assurance. The ESOS Act also ensures a nationally consistent approach to the approval of providers on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Aces Centre complies with the ESOS Act, ESOS Regulations and the provisions of the National Code 2007, and is also listed on CRICOS (www.cricos.deewr.gov.au).

Our Code of Practice outlines the ethical manner in which we operate.

Other Pre-enrolment Information

It is an Australian Government requirement that we keep records of each student's current residential address (as supplied by the student), full name, date of birth, nationality, the start and completion date of the student's course, attendance and academic performance details, payments received and processed, information on international student health cover, English language proficiency and the student's passport and visa numbers. We must also keep a record of the reason for a student's deferral, suspension or termination of studies.

Student records are confidential and available to students on request. Records of attendance, assessment outcomes and qualifications issued are kept up-to-date and secure. Personal information may only be made available to Commonwealth and State Agencies and the ESOS Assurance Fund Manager or for the purposes of other legal obligations.

Aces Centre keeps copies of each student's results for a period of 30 years. Students wishing to obtain a re-issue of their records and/or awards are required to cover the cost of this at their own expense.

Aces Centre ensures the safety of all confidential student information provided.

Further information can be obtained from our Policy and Procedure handbook on request or students may contact the office.