

Pre-Training Review (PTR) Form

Pre-Training Review (PTR) is conducted prior to the enrolment into your course of studies to ensure that the training and assessment provided by Australian Engineering College (AEC) is able to meet the student's individual needs.

Before we make an offer, AEC is required to review the student's current competencies, student needs, English level, support requirements and oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes.

As part of this review, you will be required to complete a Language, Literacy, Numeracy, and Digital (LLND) skills assessment. This assessment helps AEC determine whether you have the entry-level skills required for your chosen course and if any additional support or reasonable adjustments are needed to assist you in achieving your learning goals.

If the LLND assessment identifies any areas where support is needed such as difficulties with reading, writing, numeracy, communication, or using digital tools AEC will offer tailored support options, which may include a Support Plan or referral to additional resources.

If you require assistance at any stage, please refer to AEC's Student Support, Welfare and Wellbeing Policy for a full outline of available services.

You may also contact our Student Support Team in person at reception or via email at info@aecollege.vic.edu.au.

This updated Pre-Training Review (PTR) aligns with the 2025 RTO Standards and ensures Australian Engineering College (AEC) thoroughly evaluates each learner's readiness, learning needs, and support requirements prior to enrolment. This version adds enhanced focus on learner wellbeing, digital literacy, diversity, and learning preferences.

AEC commits to providing students with accurate, accessible, and up-to-date information about all courses, delivery modes, assessment methods, fees, and support services, consistent with our marketing materials and offers.

The pre-training review ensures that AEC:

- understands the student's reasons for undertaking the course.
- ensures the suitability of the training to the students.
- understands the student's current competencies and therefore provides opportunities for these to be assessed.
- provides students with information necessary for them to make enrolment decisions and to ensure that student's reasons for undertaking qualification with Australian Engineering College align with their previous experience in the relevant sector (If any), educational and career goals.
- identifies possible Recognition of Prior Learning (RPL) and/or Credit Transfer (CT), student's English level, oral communication skills, knowledge of Language Literacy, Numeracy and Digital literacy skills.
- check if the training and assessment strategies implemented to deliver the course suit the student's needs, and
- provides relevant support required for the student to succeed in the course.

Guidelines for Pre Training Review

1. Students are required to undertake the PTR before enrolment.
2. Students are required to read all the details of their course, policies and procedures of the Institute before responding to the questions in this PTR form in a true and correct manner.
3. Enrolment officer will conduct PTR Interview via Telephonic Conversation or via Face to Face.
 - **PTR Interview conducted via Telephone** (for onshore and off-shore students)- If PTR Interview is conducted via telephone, Enrolment officer will call the student and check student's identity like name, date of birth and/or course undertaken to ensure that the student has genuinely completed the information by himself/herself. For telephonic Conversation, a communication log will be retained as evidence of student declaration in lieu of the student's physical signature e.g., through E-mail, call notes, etc. Response of the discussion will be recorded by the Enrolment officer.
 - **PTR Interview conducted Face to Face** (for onshore students)- During face-to-face PTR interview, Enrolment officer will verify with the student if all the answers have been completed by the student. Discussion notes will be maintained and recorded by Enrolment Officer.
4. During both Telephonic and/or Face to face PTR Interview, Enrolment officer will verify the answers provided by the student and check:

- if the student is aware of the policies, procedures and other information necessary for the students.
 - if the student has received true and accurate information and if they are suitable to undertake the course/s.
5. Enrolment officer will ensure that PTR form received along with the application form is completed by the student intending to apply for the course.
 6. **If students have not received sufficient information i.e.,** are not aware of the policies, procedures and other information necessary for students to make enrolment decision to study at AEC, Enrolment officer will provide necessary information to the student required to make enrolment decision.
 7. **For example: If students have answered “No” or have not answered the questions in the PTR form,** Enrolment officer will provide students with true and accurate information so that students can make an informed decision about their enrolment in the course undertaken at the institute.
 8. While conducting PTR, Enrolment officer will take information from the Application form and Pre training review form to identify any support and needs required by the student which includes (but is not limited to) disability support, RPL/CT, English language support, etc.
 9. At the final stage of the PTR, the Enrolment officer will fill up the pre training evaluation checklist to ensure that the student is enrolled in a course suitable to his/her needs, abilities, and study/career goals, and to recommend appropriate learning or other support.

Please Note: Enrolment officer will take holistic approach while assessing student’s answers during Pre-Training Review by ensuring that all the answers provided by students aligns with their educational and future goals. Enrolment officer will have a thorough discussion with the student and offer support or guidance if required.

Where a qualification’s entry requirements include work experience or if entry requirements allow mature age students based on experience as exemption to academic requirement (year 12), the institute will assess the relevance of the applicant’s experience to the course being offered and its alignment with the student’s future goals.

During the PTR interview, the Enrolment Officer will inform the student of their course commencement date, end date, and possible class and training schedule to ensure the students are aware of this information prior to their enrolment into the course.

Application Rejection

Student’s Application may be rejected if:

- Student does not have the appropriate work experience, level of skills and the ability to undertake the course successfully.
- Enrolment in the course is not aligned with student’s educational goals, work/career goals and/or previous experience in that particular area (if any).
- The student did not meet the required ACSF levels in the LLN&D Skills Test, as per AEC’s enrolment policy and procedure
- The student does not meet the course entry requirements, including English language proficiency, academic qualifications, age requirements, or overall capacity to undertake the course successfully.
- Student does not have appropriate listening and oral communication skills as interpreted during PTR Interview.

Enrolment officer will inform the student before rejecting and discuss reasons for rejection if applicable.

Students are requested to fill all the questions provided in this form below. If any doubt arises, please contact AEC administration on +61 3 90 886 440.

Do you have access to enough information to make an informed decision about your enrolment in this course at AEC? Let us know if you have questions or need more information	Where to find this information	Yes (Please tick the relevant box)	No (Please tick the relevant box)
Entry requirements for your proposed course for all the qualifications. (BSB50820, FNS40222, ICT50220, ICT60220, RII50520, RII60520, CPC30620, CPC31320, CPC50220, CPC33020, CPC31020, CPC40120)		☐	☐

Do you have access to enough information to make an informed decision about your enrolment in this course at AEC? Let us know if you have questions or need more information	Where to find this information	Yes (Please tick the relevant box)	No (Please tick the relevant box)
Material and equipment's required (for all qualifications) and physical fitness requirement requirements for the CPC courses delivered at AEC.	Student Handbook or website https://aecollege.vic.edu.au/forms-and-policies/	☐	☐
Content of your proposed course		☐	☐
Duration of your proposed course including holidays		☐	☐
Location at which the classes or practical learning will be conducted		☐	☐
Whether or not your course includes a work placement		☐	☐
Delivery method (i.e. classroom based face-to-face/ practical learning in a workshop)		☐	☐
How assessment will be conducted during your course.		☐	
You understand the assessment expectations and timelines (What kinds of assessment students will do, when these assessments will occur, Submission due dates, when students can expect to receive feedback/results, Timeframes for reattempts, if required)		☐	☐
Do you know how and when to contact your trainer or student support team?		☐	☐
The requirement for you to undertake an assessment of your language, literacy, numeracy and digital literacy skills prior to enrolment to determine any support needs you may have during your study. Students will receive the LLND test kit via email and are expected to complete it honestly and independently. During the Pre-Training Review (PTR) interview, students responses will be reviewed for accuracy and integrity. If there are concerns, students must retake the LLND test on campus using the ACSF-mapped LLN Robot tool under supervision. Note: LLN and digital literacy support will be provided using ACSF Support plan if students are unable to achieve the intended outcomes.		☐	☐
Did you get information about indicative course-related fees incurred throughout the course, applicable fund withdrawal policies (refund), course progress/attendance monitoring policy, satisfactory academic performance, assessment information and methods?	☐	☐	
“Course progress and Attendance” requirements, procedures for monitoring attendance and course progress. Course progress: Students must maintain satisfactory course progress requirements i.e., to be successful in completing or demonstrating competency in at least 50% of the units in a given study period of the studies. Attendance requirements: Students must maintain satisfactory attendance i.e., maintain a minimum of 80% of the attendance. Students will not be reported on the basis of attendance. However, student's attendance will be recorded and monitored regularly as per Attendance and Course progress	☐	☐	

Do you have access to enough information to make an informed decision about your enrolment in this course at AEC? Let us know if you have questions or need more information	Where to find this information	Yes (Please tick the relevant box)	No (Please tick the relevant box)
policy. Students will be reported to the DHA via PRISMS if students demonstrate unsatisfactory course progress for two consecutive study periods.		☐	☐
Did you get information about the grounds upon which your enrolment or course may be deferred, suspended or cancelled?		☐	☐
Are you aware about the institute's policies and procedures including RPL, internal and external complaints procedures, appeals processes?		☐	☐
Are you aware of the support services provided by AEC (academic, wellbeing, disability, reasonable adjustments)?		☐	☐
Would you like to be contacted by student wellbeing support?		☐	☐
Do you understand how to access academic and personal support during the course?		☐	☐
Are you aware that the availability of complaints and appeals processes or any such agreement does not remove your rights to take action under the Australia's consumer protection laws?		☐	☐
Are you aware about your obligations in regard to study hours commitment (20 hrs) and course progress requirements to successfully complete your chosen course & the conditions under which you might be reported to the Department of Home Affairs (DHA)?		☐	☐
Have you been advised that, as part of the view or audit of your training, you may: a. Receive a survey from the National Centre for Vocational Education Research (NCVER) and/or an invitation to take part in a project endorsed by a funding body. b. Be contacted by someone authorised by the funding body and/or the Regulator to talk to you about your training		☐	☐
Do you have any cultural, family, or religious obligations or personal, health, or wellbeing concerns that may impact your training schedule, studies, attendance or assessments such as (e.g., assessment dates, class times)? If yes, please describe briefly if you would like to be contacted privately for support. Note: All responses are confidential and will only be used to arrange necessary support services. ☐ Yes ☐ No If yes, please identify what kind of support is needed in question 6 of this PTR form given below. Please indicate if you prefer to speak privately ☐			
Would you like further information on any of the items listed above?			
Are you willing to commit to undertake a minimum of 20 hours of study as well as theory and practical assessments as this qualification requires minimum 20 hours of study week?			

Enrolment Officer will contact students if students feel that they have not been provided with enough information or if students are not aware of it.

If you are facing any problem, please give us a call on Ph: +61 3 90 886 440 or send an email on info@aecollege.vic.edu.au

Note for Enrolment Officer/Assessor: If students have answered “No” or have not answered the questions in the PTR form, Enrolment officer must provide students with true and accurate information for that particular section so that students can make an informed decision about their enrolment in the courses at AEC.

Suitability of this course for you

1. Reasons for Study

- ☐ To get a job
- ☐ To get a better job or promotion
- ☐ It was a requirement of my job.
- ☐ To develop my existing business
- ☐ To start my own business
- ☐ To try for a different career
- ☐ To get into another course of study
- ☐ I wanted extra skills for my job.
- ☐ For personal interest or self-development
- ☐ To get skills for community/voluntary work
- ☐ Others

In case of others, please state the reason: _____

2. Computer and Internet Skills

Note: Your responses will help us assess your language, literacy, numeracy and digital (LLND) abilities to ensure this course is suitable for you. An assessor will review this information with you to identify any support you may need

Do you have regular access to computer devices and the internet?	☐ Yes	☐ No
Do you use MS Office applications, e.g., Microsoft Word, PowerPoint etc?	☐ Yes	☐ No
Do you find it easy to use search engines such as Google and using the internet in general?	☐ Yes	☐ No
Are you comfortable using online learning tools (e.g., LMS, Zoom, email)?	☐ Yes	☐ No
Do you require IT support to access online platforms?	☐ Yes	☐ No
Do you use digital tools for learning (e.g., Word, PowerPoint, email)?	☐ Yes	☐ No
Do you find it easy to search for information online	☐ Yes	☐ No

Do you require any kind of computer related support?
If yes, please specify below.

3. Do you require any English language support to assist you with training, learning, reading, writing, speaking, or understanding assessment instructions?? If yes, please specify what kind of support?

4. How is the chosen course able to help you in your future career prospective?

5. What previous experience have you had in an area/ industry directly related to your chosen course?

6. Why did you choose Australian Engineering College (AEC) as your desired course provider for this course?

7. Would you like access to any of the following support services? (Tick all that apply)

- ☐ Study skills (e.g., time management, assessment preparation)
- ☐ Mental health or counselling referral
- ☐ Financial support
- ☐ Legal assistance referrals
- ☐ Culturally specific services
- ☐ Study-life balance
- ☐ Support for family violence, harassment, or abuse
- ☐ Disability or learning support
- ☐ Others: _____
- ☐ Not at this time

8. What field or industry would you like to work in after completing the chosen course? How do you believe this qualification will help you achieve that goal?

9. Which of the areas are most relevant to your current or future role, and what skills would you like to strengthen through this qualification?

10. Have you reviewed the course structure, including units offered in the course offered by AEC? What skills and knowledge you will develop after completing these units. Can you name at least two units or skills associated with this qualification.

11. Mode of Study/Learning Style: Thinking about how you'll best learn, which method will suit you the best?

- ☐ Classroom based Face to face (e.g., lectures, discussions, presentations, simulations)
☐ Workplace experience ☐ Practical/workshop-based Learning
☐ Mixed mode of online learning and face-to-face ☐ Online learning (self-paced or with trainer support) ☐
 Independent reading and research ☐ Other, please specify

Do you have any preferences or needs regarding how learning activities are structured to support your engagement and progress? Please describe:

12. Have you reviewed the Credit Transfer and RPL Policy available @ www.aecollege.vic.edu.au ?

☐ No ☐ Yes

a. Do you wish to apply for an RPL?

RPL (Recognition of Prior Learning) is a form of assessment that recognises skills and knowledge gained through formal training conducted by industry or education, work experience and life experience.

- ☐ Yes, (please fill RPL application form available on AEC's website or from office)
☐ No

b. Would you like to apply for CT?

(Credit Transfer) a system whereby successfully completed units of competency contributing towards a degree or diploma can be transferred from one course to another.

- ☐ Yes, (please fill Credit Transfer application form available on AEC's website or from office)
☐ No

Student Declaration

- ☐ I certify that I have filled this PTR Form by myself.
☐ I have completed all the answers of this PTR form in a true and correct manner and provided genuine answers to the best of my knowledge.
☐ I have received detailed information about the college's feedback, complaints and appeals process. I understand that if I remain dissatisfied following an internal appeal, I may request to lodge an external appeal with an independent body at minimal or no cost.
☐ I understand the available support services and how to access them.
☐ I confirm that I have read the Recognition of Prior Learning (RPL) Policy and the Credit Transfer (CT) Policy available on the AEC website.
☐ I understand that this PTR process helps align the course with my goals and support needs.

Student Signature:

Date:

Important Information for Students

Please read the below given information carefully before signing the application form. Students may contact the institute for any further information or email us at info@aecollege.vic.edu.au. It is advisable to read Student's handbook for detailed information.

Course Monitoring and Attendance Policy

Australian Engineering College requires students to maintain satisfactory course progress throughout their enrolment and to attend scheduled classes in line with their course timetable.

While attendance is not directly reported, students are expected to maintain a minimum of 80% attendance, as low attendance may impact their ability to successfully complete units and achieve satisfactory course progress.

Satisfactory Course Progress

A student is considered to be making satisfactory course progress when they successfully complete or demonstrate competency in at least 50% of the units in each study period, as outlined in the relevant Training and Assessment Strategy (TAS).

Monitoring and Reporting

Under the Education Services for Overseas Students Act 2000 and the National Code 2018, Australian Engineering College is required to monitor student progress and report students who do not meet course progress requirements. Students who fail to achieve satisfactory course progress for two consecutive study periods (i.e., do not complete at least 50% of units in each period) will be reported to the Department of Home Affairs (DHA) via PRISMS, which may impact their student visa.

Important Notes

Students are not reported based on attendance alone; however, poor attendance may contribute to unsatisfactory course progress.

Students must attend classes regularly to support successful completion of their course.

Refer to Course Monitoring and Attendance Policy and/or Student's handbook available on <https://aecollege.vic.edu.au/forms-and-policies/>

Fee Payment

- The initial tuition fee, application fee, material fee (as applicable) as stated in the offer letter must be paid in advance before the enrolment of the course for confirmation of enrolment at the Institute.
- Students are not required to pay more than the initial tuition fee amount as stated on the offer letter (or 50%

of the tuition fee) before the start of the course. However, students can pay more than 50% if they wish to do so. Any amount of fees paid before the start of the course will be reflected on the Confirmation of Enrolment (COE).

- Any remaining tuition fees can be paid through payment plan arrangements. All students are required to understand and sign the fees agreement, which states the next instalment amounts with the due dates. All due dates on the tuition fees will be kept at standard 15th of every month.
- Student must pay full tuition fees for each term by the due date or as specified in the payment plan unless any other payment plan/arrangement is agreed with the Institute.
- Tuition fees will be payable to the Institute by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars as agreed by the Institute.
- Student must pay their fee directly to the Australian Engineering College (AEC).

Reminder letter

In case the student's instalment falls on a particular month, a friendly email reminder along with the first warning letter will be issued to the student after 7 working days of the date when the student has missed the payment, i.e., 7 working days after the "due date". Students may also be informed via phone call or post for initial reminder.

After sending the first warning letter, if the student fails to make the payment again and does not communicate with the accounts/admin department, a second warning letter will be issued to the student after 7 Working days of sending the first warning letter. Students will be provided with 7 more working days to make the payment or to request for an extension. Students may call Australian Engineering College on Ph: +61 3 90 886 440 for any further enquiries.

- If a student fails to make the payment of the outstanding fees even after a final notice and/or email, "Intention to cancel Enrolment" letter will be sent to the student. Student's enrolment will be cancelled after 20 working days of final notice. The suspension of enrolment will cause following restrictions to apply:
 - Loss of access to the institute library service, Learning Management System, classroom, computer system, including internet and others.
 - Loss of access to enrolment records, results and academic certificates.
 - Inability to attend any classes where this may result in students having to repeat missed work and/units.

The student has the right to appeal against the decision from the date of letter. Refer to complaints and appeal policy for information available on Australian Engineering College's website.

If the student decides to appeal against the decision, his/her enrolment will be kept active until both internal and external appeal process is completed.

- h) If students choose not to appeal against the Institute's decision and makes no further payment or do not contact the Institute concerning their debt, their enrolment may be cancelled, and the student will be reported to the Department of Home Affairs for non-payment of fees.
- i) If student decides not to appeal against the decision and accepts to pay the fees, then students will be required to pay the full dues along with late fee of \$50 per week.
- j) An additional fee for re-assessments will be applicable as:

Students will be given total 3 attempts, including 1 original plus 2 reassessments.

Cost of reassessment will be as follows:

- 1st Original submission: Free of cost
- 2nd Reassessment fee: Free of cost
- 3rd Reassessment fee: \$300

If a student fails in the 3rd reassessment, then students will have to repeat the unit. Repeat unit fee- \$300.

Please refer to Student Handbook available on the website for more details.

- k) Students who enrol in additional courses will be required to pay a separate tuition fee as specified for the course.
- l) Tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student transfers the course, tuition fee for the transferred course will be applied.

Please note: Fees are subject to change without prior notice. However, fees will remain the same once the student is enrolled into a course. Students are advised to contact student administration for updated fees and charges.

- m) If student's visa status changes (e.g., becomes a temporary or permanent resident), student will continue to pay full overseas student fees for the duration of the enrolled program.
- n) Institute reserves the right to engage in any third party to recover any outstanding fees payable to the Institute. The cost incurred to the Institute for engaging a third party to recover such outstanding fees will be charged to the student.
- o) Institute applies the following procedures to ensure all students are treated fairly and with integrity when applying for refunds.
- p) All refunds applications will be submitted to the student administration department and the following procedures will be followed in assessing the application.
- q) All 'refunds' will be approved by the Administration Officer and the applications will be processed within 10 working days of the application being placed.

Refund of Tuition Fees

A student who wishes to apply for a refund of tuition fees in accordance with this refund policy should do so by filling up a Refund Application form available at Institute's reception or on the Australian Engineering College website at www.aecollege.vic.edu.au and submit with other supporting documents at the location mentioned below:

Administration Officer

Australian Engineering College Pty Ltd
Suite 1, Level 4, 398 Lonsdale Street, Melbourne VIC 3000, Australia.
Or email us at info@aecollege.vic.edu.au.

All students' refunds are conditional; please refer to the course refund table below for details:

AUSTRALIAN ENGINEERING COLLEGE COURSE FEE REFUND TABLE			
Refund circumstances	Refund of tuition fees paid	Refund of material fees	Application Fee
Withdrawal at least 12 full weeks or more prior to agreed start date.	100%	100%	No refund
Withdrawal between 6 to 11 full weeks prior to the agreed start date.	50%	100%	No refund
Withdrawal in 5 full weeks or less	No refund	No refund	No refund
Withdrawal after the course start date	No refund	No refund	No refund
Course withdrawn by the institute	100%		
Application rejected by the Institute	100%	100%	No Refund
The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator.	Refund of unused portion of tuition fees for future terms	No refund	No refund

Visa refused prior to the course commencement	Total amount of the pre-paid fees received by Australian Engineering College for the course in respect of the student course less the following amount (a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or (b) a maximum sum of \$500 whichever is lesser		
Visa is refused after the commencement of the studies due to not meeting visa requirements.	The refund amount = weekly tuition fee x the number of weeks in the default period a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates/7	No Refund	No refund
RPL fee	No refund if the 'Statement of Attainment' is provided	No refund	No refund
Withdrawal from the course without notification or breaching their visa conditions	No refund	No refund	No refund
Visa cancelled due to actions of the student	No refund	No refund	No refund
Student abandons the course	No refund	No refund	No refund
The Institute cancels an enrolment due to serious student misconduct	No refund	No refund	No refund
Note: If a student's enrolment falls within no refund timelines before the agreed start date of the course and the student decides to withdraw from the course, then there will be no refund. For example: If a student enrolls in week 5 before course start date, he/she will not be eligible for refund if student withdraws from the course as enrolment falls within no refund time period of 5 weeks prior to the agreed start date of the course.			

COOLING OFF PERIOD

Australian Engineering College will provide applicants a 7-day cooling-off period. This means that if a student accepts the offer letter to study at the Australian Engineering College and pays the Australian Engineering College relevant course fees as per the signed agreement. If the student changes their mind (for any reason), a full refund of course fees paid till date will be provided. Students must notify the Australian Engineering College in writing within 7 days of the signed agreement date.

STUDENT'S RIGHTS TO APPEAL

- Any student who is refused for a refund by the Institute may appeal within 20 working days in writing to the student Administration Officer and follow the complaints and appeal process of Australian Engineering College.
- The Institute's appeal process does not restrict the student's right to pursue other legal avenues.

The written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under

the Australian Consumer Law if the Australian Consumer Law applies.

Timeline for refund

It is to be noted that refund will be made available to students differently based on the student's default and providers (Australian Engineering College) default.

- In case of Student default:** Refund will be paid within the period of 4 weeks after receiving written notification/claim from student and relevant forms duly signed by the student.
- In case of Provider's (Australian Engineering College) default:** Refund will be paid within the period of 14 days after cessation of the course.

Please refer to detailed information on fee payment and refunds on the Fee payment and Refund policy available on the Australian Engineering College's website www.aecollege.vic.edu.au or student's handbook.

Notification of Changes to Training or Support Services

Students enrolling at AEC will be notified promptly of any changes that may impact their training or access to support services. This includes changes to:

- AEC's contact details or campus location
- Course information such as fees, duration, or schedule
- Training products (e.g., updates, superseded products, or transition arrangements)
- Support services available to students
- AEC's ownership or management structure
- Delivery interruptions due to unexpected events (e.g., natural disasters)

Note: AEC does not outsource training or assessment to third parties but does engage education agents for student recruitment purposes. Refer to Enrolment Kit for further details available on AEC's website www.aecollege.vic.edu.au.

Feedback, Complaints and Appeals Policy

Australian Engineering College (AEC) is committed to providing a fair and transparent process for resolving student complaints and appeals through its Student Feedback, Complaints, and Appeals Policy and Procedure.

AEC maintains a structured complaints management system that allows students to submit feedback or lodge complaints regarding the College, its staff, or any third-party representative. All complaints are handled with fairness and confidentiality, and AEC aims to respond to and resolve matters promptly in accordance with its policy.

Students have access to both informal and formal complaint processes. If a student is not satisfied with the outcome of a formal complaint, they may escalate the matter through an internal appeal process. If still dissatisfied, the student may request an external review through an independent body, such as the Commonwealth Ombudsman- a free and impartial service available to international students (phone: 1300 362 072).

If a complaint cannot be resolved through Australian Engineering College's (AEC) internal processes, students have access to further independent avenues for review and resolution, such as Commonwealth Ombudsman.

The Commonwealth Ombudsman is a free and independent service (phone 1300 362 072).

Examples of an external or independent body or person may include:

- Private conciliators or dispute resolution counsellors
- A complaints and appeals body established by a peak industry body
- Representatives of Commonwealth and state or territory government departments, including the Office of the Training Advocate; or
- Commonwealth and state or territory offices of the Ombudsman may be the appropriate body for a public provider.

All the Information on feedback, complaints and appeals is publicly available and easily accessible on AEC's website www.aecollege.vic.edu.au.

The Commonwealth Ombudsman

The Commonwealth Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website: <http://www.ombudsman.gov.au/>.

Privacy Notice

Personal information may be collected and disclosed to relevant bodies, which may include verification of a student's previous qualifications, Commonwealth and State Agencies and Department of Home affairs regarding change in enrolment details or in case of a breach of the visa conditions, such as unsatisfactory course progress.

Australian Engineering College (AEC) will endeavor to take all reasonable steps to protect personal information from misuse, loss or unauthorised access, modification or disclosure.

Australian Engineering College stores and uses personal information only for the purposes of administering student enrolment and education. The information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements.

Information is collected on this form and during your enrolment in order to meet the obligations of Institute under the Standards for RTOs 2025, ESOS Act and the National Code 2018; and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2019 and the National Code of Practice for Providers of Education and training to Overseas Students 2018 and the Standards for RTOs 2025. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme and the TPS Director. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, Australian Engineering College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this application form, USI and your training activity data) may be used or disclosed by Australian Engineering College for statistical, administrative, regulatory and research purposes. Australian Engineering College may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training for industry placement Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information that has to be disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Pre-populating student's application/enrolment forms.
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey, which may be administered by an NCVER employee, agent or third-party contractor. Please note that you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Unique Student Identifier (USI)

In accordance with the Student Identifiers Act 2014, AEC requires all students enrolling into their national recognised course at AEC to provide a valid Unique Student Identifier (USI) prior to enrolment or the commencement of training and assessment.

If a student does not have a valid USI, they are encouraged to create and provide it independently. AEC may assist in creating a USI if the student provides appropriate consent via the application form and submit valid forms of identification at the time of enrolment. Please refer to the ***"Unique Student Identifier"*** section of this PTR Form for further information.

It is a mandatory requirement for VET students to have a valid USI, and AEC will not issue a VET qualification or statement of attainment unless the student has been assigned a valid Unique Student Identifier. For further details, refer to AEC's Qualification Issuance and Statement of Attainment Policy.



Unique Student Identifier

If you wish for Australian Engineering College (AEC) to create a USI on your behalf, be aware of the following: Australian Engineering College will collect information about you for the purpose of creating a USI, this information is collected under the *Student Identifiers Act 2014*.

This information can only be used for:

- Applying, verifying and giving a USI
- Resolving problems with a USI; and
- Creating authenticated vocational education and training (VET) transcripts.

This information may be shared with:

- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
- The purpose of administering and auditing VET, VET providers and VET programs;
- Education-related policy and research purposes; and
- To assist in determining eligibility for training subsidies
- VET regulators to enable them to perform their VET regulatory functions;
- VET admissions Bodies for the purpose of administering VET and VET programs,
- Current and former Registered Training Organisations to enable them to deliver VET courses to individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- Institute/Schools for the purpose of delivering VET courses to the individual and reporting on these courses;
- The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and the collection, preparation and auditing of national VET statistics;
- Researchers for education and training related research purposes;
- Any other person or agency that may be authorised or required by law to access the information;
- Any entity contractually engaged by the Student Identifies Registrar to assist in the performance of his or her functions in the administration of the USI system; and

Will not be disclosed without your consent unless authorised or required by or under law.

If you would like us (Australian Engineering College) to apply for a USI on your behalf, you must authorise us to do so (refer to USI section mentioned above in the application and declare that you have read the privacy information at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf>. Students will be required to fill up USI Application form during induction prior to the course commencement.



OFFICE USE: PRE-TRAINING REVIEW EVALUATION

Note to the Enrolment Officer: Enrolment officer must refer to the Guidelines and Procedures of "Pre-Training Review-Assessor Version" while evaluating PTR questions completed by students.

Qualification applying for:	
Student name:	
PTR call conducted via:	☐ Face to face ☐ Telephone ☐ Other, please specify
Summary of Discussion (Enrolment Officer or representative must provide brief summary of the discussion had with the student)	

OFFICE USE ONLY

Pre-Training Evaluation Checklist

AEC must use this pre-training review checklist to ensure that the student will be enrolled in a course suitable to their needs, abilities, and study/career goals, and to recommend appropriate learning or other support.

Section 1

Identity has been verified.	☐ Yes ☐ No
Understands course information including entry requirements, units, course structure, holiday breaks, mode of study, mode of delivery, location, support services and assessment methods.	☐ Yes ☐ No
Student has received information consistent with marketing materials, Student Handbook, and Fees Schedule.	☐ Yes ☐ No
Students are informed of the physical fitness and abilities required for CPC qualifications at AEC.	☐ Yes ☐ No
Student is aware of the course progress and attendance requirements including deferment suspension and cancellation of the course.	☐ Yes ☐ No



Student is fully aware of the fees including tuition and non-tuition fees. Student is also aware of refund policy and procedure	☐ Yes ☐ No
Student's answers have been discussed thoroughly with the student to ensure that the student is aware of the policies, procedures, and other information necessary to make enrolment decision to study at AEC.	☐ Yes ☐ No
During PTR interview, student has been informed of the course commencement date, end date, possible class and training schedule.	☐ Yes ☐ No
Digital skills assessed and support needs documented	☐ Yes ☐ No
Wellbeing factors discussed and support referred if needed	☐ Yes ☐ No
Cultural or religious needs and identity needs discussed and recorded	☐ Yes ☐ No
Communicated students of the use of LLN Robot for assessing language, literacy, numeracy and digital literacy prior to enrolment.	☐ Yes ☐ No
Disability support needs discussed.	☐ Yes ☐ No
Learning and feedback preferences discussed (e.g., classroom based, presentation, simulated, hands on training, written, verbal feedback)	☐ Yes ☐ No
Student understands the types of assessments involved in the course, including practical demonstrations, group work, written tasks, and other relevant formats. (The Enrolment Officer should also clarify assessment expectations and timelines to ensure the student is fully informed and prepared for the course requirements.)	☐ Yes ☐ No
Student is eligible for RPL/CT (if yes, please initiate RPL/CT process)	☐ Yes ☐ No
Student is aware that Recognition of Prior Learning (RPL) or Credit Transfer (CT) may result in a change to the course duration.	☐ Yes ☐ No
Student has read the Course Credit and RPL Policy available on AEC's website to understand the eligibility criteria and the procedure.	☐ Yes ☐ No
Student is aware of their obligation to notify AEC of any changes to their contact details, including residential address, mobile number, email address, and emergency contact information, within 7 days of the change	☐ Yes ☐ No
Student is aware of the visa obligations, including full-time study requirements.	☐ Yes ☐ No
Student understands that AEC will notify them of any changes that may affect their training or support services, including updates to course details, fees, support services, training products, contact information, or organisational structure.	☐ Yes ☐ No
Student has been provided with the information if the answers provided for the information received section is 'NO'.	☐ Yes ☐ No
A copy of the AEC indicative fee schedule has been supplied to the student.	☐ Yes ☐ No
Support plan is established based on the information provided. If additional support is required (e.g., for LLND, disability, mental health, or digital access), this has also been identified and recorded appropriately.	☐ Yes ☐ No
Students have been provided with pre-enrolment information for which they are not aware. (Conducted via face-to-face or over the phone)	☐ Yes ☐ No

Section 2



Has appropriate educational qualification/ work experience (where applicable), level of skills and the ability to undertake this course successfully as defined in the entry requirements of the course.	☐ Yes ☐ No
Enrolment in this course is aligned with the student's educational goals and work/career goals.	☐ Yes ☐ No
Student meets the entry requirements specified for the course including English requirements, academic requirements, age, and can undertake this course successfully.	☐ Yes ☐ No
Student has met all the requirement ACSF level components of Language, Literacy, Numeracy and Digital skills as per applied course's entry level and has completed this test honestly and independently.	☐ Yes ☐ No
A negative response (i.e., No) in "Section 2" questions must result in the rejection of the enrolment application and other options must be discussed with the student. The student has been identified as requiring support base.	
The student has been identified as requiring support based on the outcome of the Language, Literacy, Numeracy, and Digital (LLND) skills test, and appropriate support options have been discussed with the student.	☐ Yes ☐ No ☐ Not applicable
Additional Notes:	
Enrolment to Proceed	
☐ Yes ☐ No If no, please specify why?	
<i>If additional assistance/recommendation for support or adjustment is identified, please ensure proper processing to the Student Services/Academic Department.</i>	
Recommendations on the required support/adjustments	



Staff Member			
Signature			
Date:			
Student ID (if created):			
Student Application Checklist			
Particulars	Yes	No	Comments (if required)
Student Management System Updated	☐	☐	
☐ New Student ☐ Existing Student			
Any support need identified on application form are discussed with the student and forwarded to relevant support officer to make arrangements for support (a brief summary of the discussion with the student, including any reasonable adjustments offered or the reasons why adjustments could not be made)	☐	☐	