Purpose and Legislative Background

As required under **Outcome-Based Standards** of SRTO 2025

Learner informed decision-making

Prior to enrolment or the commencement of training and assessment, whichever comes first, this policy will provide details on how Project Controls Institute, Australia provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

Learner support and progression outcomes

Prior to enrolment or the commencement of training and assessment, whichever comes first, this policy demonstrates how Project Controls Institute, Australia provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with Project Controls Institute, Australia and at a minimum includes the following content:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the national register;
- the training and assessment, and related educational and support services Project Controls Institute, Australia will provide to the learner including the:
    - estimated duration
    - expected locations at which it will be provided
    - expected modes of delivery
    - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on Project Controls Institute's behalf any work placement arrangements.
- Project Controls Institute, Australia's obligations to the learner, including that Project Controls Institute, Australia is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF (Australian Qualifications Framework) certification documentation;
- the learner's rights, including:
- details of Project Controls Institute, Australia's complaints and appeals process required by Outcome Standards across 2.7 & 2.8;
- if Project Controls Institute, Australia or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in.

- the learner's obligations:
    - in relation to the repayment of any debt to be incurred under the VET (Vocational Education and Training) FEE–HELP scheme arising from the provision of services;
    - any requirements Project Controls Institute, Australia requires the learner to meet to enter and successfully complete their chosen training product;
    - any materials and equipment that the learner must provide;
    - information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Consumer Protection and Transparency

This policy will also provide details of the process followed by Project Controls Institute, Australia where the RTO collects fees from the individual learner, either directly or through a third party, the college provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying all relevant fee information including:

- fees that must be paid to the college;
- payment terms and conditions including deposits and refunds;
- the learner's rights as a consumer, including but not limited to any statutory cooling−off period, if one applies;
- the learner's right to obtain a refund for services not provided by Project Controls Institute, Australia in the event:
    - The arrangement is terminated early;
    - Project Controls Institute, Australia fails to provide the agreed services.

At Project Controls Institute, Australia we understand and acknowledge that as Registered provider we must:

- Provide clear information to prospective students to enable them to decide if Project Controls Institute, Australia and chosen course is suitable for them, based on their existing skills and knowledge and any specific needs.
- As required by clause 1.7, we will identify any support an individual student needs through pre−
- enrolment or pre−training checks.
- Before enrolment or commencement of training or assessment activities (Note that in this context, assessment includes the collection or analysis of evidence for recognition of prior learning (RPL) activities.), we will provide clear information to students.

Scope

This policy is applicable to all current and prospective students and staff of Project Controls Institute, Australia. It will also impact other third−party contractors, for example Agents to ensure timely and accurate information is provided to students at all times.

All staff at Project Controls Institute, Australia are responsible for adherence to this policy.

Policy

Project Controls Institute, Australia will ensure that prospective learners meet all entry conditions specified in individual Training and Assessment strategies for the qualifications registered on Project Controls Institute, Australia's scope including any prerequisites, if applicable.

- Prospective learners must be 18 years or older at course commencement.

A pre−enrolment assessment will be conducted to determine the individual's current competency, LLN skills, and/or vocational experience, as well as their expectations from the course, and to identify any support prospective learners may need.

Notification of Entry Requirement

Students must be informed about initial skills assessment during the initial stages of their expression of interest. Course entry requirements information will be provided via the Project Controls Institute, Australia website, student handbook and course flyer. In addition to this, agents will be advised of student entry requirements on a regular basis by way of emails and other written notifications.

Assessing Student's Qualification, Experience and English Proficiency Procedure

Project Controls Institute, Australia will follow the procedure detailed below to assess whether the student's qualifications, experience and English language proficiency is appropriate for the course in which they wish to enroll, so as to ensure the student has the ability to complete the qualification.

The steps in the process are as follows:

- the agent or a representative from Project Controls Institute, Australia must conduct Initial Skills Assessment of the students either face to face or at the representative's office or on phone when internet is not accessible to the student. This assessment helps to check if the student's qualifications, experience and English proficiency are suitable for the chosen course.
- All enrolment applications and supporting documents are received and assessed by Administration Manager.

Enrolment applications are only accepted with appropriate supporting documentation.

All the above documents will be retained on the student file as per the Documents Management Policy of Project Controls Institute, Australia.

Enrolment / Induction procedure

Step 1 – Student selects a course

Each course description will provide prospective learners it's specific details like available intake, duration ofthe course, the structure of the course, campus and how to apply for the course and what the course entry requirements are.

Step 2 – Checks the entry requirement

Project Controls Institute, Australia website and marketing brochures will indicate what the entry requirements are for the specific course of study including:

- Minimum English language requirements;
- Academic entry requirements;
- Pre–requisites (if any).

Step 3 – Collects required documents

To avoid delays in admission processing, students will be encouraged to submit a complete set of supporting documents including:

- Passport/Photo identification of the student
- Certified copies of academic transcripts (not required for currently enrolled students applying to another College program);
- Certified copies ofall graduation certificates in both the original language and English (not required for currently enrolled students applying to another College program);
- Evidence of English language proficiency or Australian qualification held;
- Any other information or documents that are specified in the usual course entry requirements (this may involve a recent portfolio of your work, resume or interview;

What are certified documents?

A certified copy is a copy of an original document verified to be a true copy by an authorised witness. The person certifying the photocopy must sight the original document and include the following details on all pages that contain information:

- Stamp or write, 'This is a true copy of the document sighted by me';
- Sign, date and provide contact details (name, address and telephone number);
- The official stamp or seal of their organisation or their profession and organisation name.

Who can certify my documents?

- Project Controls Institute, Australia staff;
- Notary of the Public;
- Authorised Education Agents.
- Justice of the Peace, or a Commissioner of Declarations

Who can translate documents?

NAATI accredited translator. More details can be found here: https://www.naati.com.au.

Step 4 – Student submits application

Submit all the documents specified in Step 3 along with the Student Application Form via:

Email:	aus@projectcontrolsinstitute.com
In Person:	Unit 12, 120 Spencer Street, Melbourne VIC 3000

Prospective learners can also engage an authorised Education Agent as listed on Project Controls Institute, Australia website

There is no fee charged for the submission of an application.

Step 5.1 –Initial skills assessment

Once the complete application is submitted with all certified supporting documents; students will receive the Initial Skills Assessment to complete prior to issuance of Offer Letter. This Initial Skills assessment process is to confirm that all students who apply for admission to Project Controls Institute, Australia are fully informed before making decisions about their training. We understand that if the students are not fully informed about the suitability of their course to their career plans and future; this lack of information can have a significant impact on students, increasing the potential for them to drop out of the course and/or suffer financial loss.

Step 5.2 – Receive Letter of Offer/Acceptance Agreement

Applications will be assessed and if successful, learner will receive a Letter of Offer/Acceptance Agreement.

Courses that require interview, assessment, or where credit assessment is requested often take longer than other programs.

If application is unsuccessful, learner will receive notification explaining the reasons.

Step 6 – Acceptance of offer letter and student agreement

Learners to provide duly filled agreement, accepting the offer and acknowledging the terms listed on the Agreement.

Fees will not be accepted until Project Controls Institute, Australia has received the signed copy of the agreement and all conditions on Letter of Offer have been met.

If learners do not accept by the expiry date stated on the Letter of Offer or wish to defer the offer to a different intake, Project Controls Institute, Australia will cancel the offer and learners will need to make a new application.

The offer letter and agreement are the contract between Project Controls Institute, Australia and the learner. Learners to ensure that they read all details carefully and ensure they understand before signing and returning with the specified payment.

In some cases, the offer letter and agreement will state conditions that must be met prior to submitting payment and accepting the offer.

Step 7 – Receive Confirmation of Enrolment

Soon after Project Controls Institute, Australia receives the signed agreement, confirming that the learner has met any outstanding conditions and received tuition fee deposit learners will be issued with a written Confirmation of Enrolment

Step 8 – Attend Orientation Session

Students will be provided with the orientation session details via email and will be required to attend the **compulsory** orientation session.

During the session, student will participate in an induction program.

- Administration team will check and confirm students' personal details including the following:
  - Accommodation details;
  - Contact details – mobile phone number and email address;
  - Next of kin details;
  - Individual needs;
  - USI requirements.
- Students must complete their LLN assessment at the time of Orientation prior to the commencement of their chosen course. This LLN assessment will help the college to assess any additional academic support required by the student to study and complete their course successfully.
- Academic team will answer any questions they may have and provide students with a copy of their training plan.

Step 9 - Commencement of Course

On the day of the first scheduled training, the nominated trainer is required to:

- engage with students identified as requiring support services during the enrolment interview. Support services are to be negotiated with the student and put in place before the commencement of the training program.
- record the attendance of students and report any non–attendance to the administration to enable a
- follow–up phone call/email to be made.
- Discuss the student training plan / Delivery and Assessment Schedule.

Provision of pre-enrolment information to students

The Standards for Registered Training Organisations (RTOs) 2025 under Outcome-Based Standards identify that each student is properly informed and protected either prior to enrolment or the commencement of training and assessment. At Project Controls Institute, Australia we achieve this by providing prospective students with the following three pre−enrolment information sources:

Student Handbook

The student handbook is the primary information vehicle to inform students about their rights and obligations prior to their enrolment. Ideally, the student handbook is supplied electronically as a PDF document. It is important that this document is professionally presented as it reflects the quality of the organisation. The student handbook is effectively the policy manual for all the student's participation in training and engagement. It should constitute a valuable information source for the student who can reference the handbook when the student has questions about their course participation.

The student handbook contains information on the following topics for the student, but is not limited to:

- Introduction to Project Controls Institute, Australia;
- Project Controls Institute, Australia obligations and student expectations;
- Location of Project Controls Institute, Australia and Public Transport options;
- Step by Step Application Process
- Introduction to Australia;
- Introduction to Australian Vocational Education and Training;
- Legislative and Regulatory Responsibilities;
- Student Support Services;
- Training safety arrangements;
- Equity and diversity support arrangements;
- Privacy arrangements;
- Fee and Refund policy;
- Student access to records;
- Continuous improvement arrangements;
- Assessment arrangements;
- Making complaints and appeals;
- Recognition of existing skills and knowledge;
- Academic Misconduct.

Course Brochure

The course brochure is the primary means of informing prospective students about the services to be provided in relation to a specific course leading to a qualification or units of competency. Course information can be displayed on the website and be available in a downloadable PDF for the student to print and review. A course brochure will also be sent to the student via email as pre−enrolment information.

The course brochure should contain the following minimum information:

- the nationally endorsed outcome by code and title;
- the expected duration of the course;
- the entry requirements or prerequisites;
- the mode of delivery of training and assessment;
- the units of competency that comprise the course;
- the assessment requirements to successfully complete the course;
- student resource requirements;
- the expected locations for delivery;
- identify clearly any third−party providers (if applicable);
- identify any work placement arrangements;
- the expected occupational outcomes;
- contact details for Project Controls Institute;
- identify the RTO by its national code and legal name.

Schedule of Fees and Charges

This schedule of fees and charges provides a central place where the nominated fees and charges to participate in

services with Project Controls Institute, Australia are listed. Schedule of fees and charges should contain the

following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program.
- payment terms, including the timing and amount of fees to be paid and any non−refundable
- deposit/administration fee.
- the nature of the guarantee given by Project Controls Institute, Australia to honor its commitment to deliver services and complete the training and/or assessment once the student has commenced study.
- information on the implications for the student of government training entitlements and subsidy arrangements in relation to the delivery of the services.
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment.
- Project Controls Institute, Australia refund policy.

Information student of changes

If at any time there is a change to the agreed services to be provided or policies relating to the student's rights and the payment of fees and other charges, Project Controls Institute, Australia must advise current students prior to any of these changes coming into effect. This includes changes in relation to new third−party arrangements or changes to ownership of Project Controls Institute, Australia.

Student who are not contactable or not responding

Prior to Commencement

If a student, after confirming the enrolment is not contactable or responding within 90 calendar, Project Controls Institute, Australia has the right to terminate the enrolment. The Refund Policy will apply for all fee received from the student in such cases.

After Commencement

Where a student is not contactable or fails to respond to requests by Project Controls Institute, Australia, the student's enrolment may be terminated in absentia. This action may only be taken where Project Controls Institute, Australia has made every reasonable attempt to engage with the student or contact the student to seek instructions about their intentions to continue with or complete the applicable course.

Advice received from a student via email or phone conversation communicating their request is to be accepted where the student is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the student's file as evidence of these expressed instructions from the student.

Before a student's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- A minimum of three attempts (four weeks apart) must be made using the last know contact details (email, phone and mail) to contact the student and issue the student with a warning letter notifying them of the intent to terminate the enrolment.
- Where the student fails to respond, the student's enrolment is to be terminated and the students record within the (Student Management System) is to be updated with the outcome of "withdrawn" entered into each unit of competency that has not been completed at the time.
- Any final AQF certificate to which the student is entitled is to be sent by registered mail to the
- student's last known mailing address. This should also be noted in the student's enrolment record and a photocopy of the certificate retained on the student's record.
- Applicable trainers are to be informed of the student's enrolment termination.

Management Action and Responsibility

The academic Manager is responsible for the overall implementation of this policy.

The Student Support officer is responsible to receive, review and process a new enrolment with due care and diligence.

CEO holds the overall authority to approve this policy.

Definitions

Course:
A program of study leading to a qualification or an award. A course may comprise of units or modules. Also referred as "program".

Pre-requisite:
Means specified minimum requirements an applicant must satisfy in order to be considered eligible for admission to a particular program.

Offer:
Means the formal notification from college's Student Administration Office on behalf of Project Controls Institute, Australia, offering an applicant a place in a nominated program under specified conditions, such as location, mode of study, duration, course fee and type of place offered.

Admission:
Acceptance of an applicant as a student of Project Controls Institute, Australia in the nominated course(s).

Enrolment: Allocation of unit(s) of competency as prescribed under each course as part of student's training plan that leads to attainment of the relevant competency or qualification on successful completion**.**

SMS: Student Management System. A system or software that helps to manage student data, communications and scheduling.

USI: Unique Student Identifier

STUDENT ENROLMENT AND INDUCTION POLICY

Legislative Context

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2025
- VET Student Statistical Collection Guidelines
- Student Identifiers Act 2014
- Equal Opportunity Act 1995
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005

Application Process

Student Enquiry

- Provide Pre enrolment information to the student by referring to
  - Enrolment Form
  - Student Handbook
  - Course Brochure
  - Fee Management Policy
  - Dept of Education student factsheets
  - TPS overview

Enrolment Application

- Send/ divert student to access Enrolment Application Form on college Website
- Advise on Entry Requirements and supporting documents required for admission (should include but not limited to Application Form completed, IELTS or equivalent score evidence, High School/ Year 12 pass certificate, any other qualifications held, employment letters

Initial Skills Assessment

- If student meets the eligibility criteria, issue Initial Skills assessment
- Receive completed Initial Skills assessment

Student Offer

- Issue Offer Letter and Student agreement if the student meets all conditions of offer and satisfies the Initial skills assessment criteria
- Issue Invoice for initial deposit and payment plan for future payments

Confirmation of Enrolment

- Receive signed student agreement and initial payment evidence
- Issue COE from PRISMS
- Fee receipt for student records
- OSHC information if arranged by college