



Course		Course Date:			
First Aid	<input type="checkbox"/>	Whitecard	<input type="checkbox"/>	Working at Heights	<input type="checkbox"/>
		Certificate II in Construction Pathways		<input type="checkbox"/>	
Personal Details					
Surname:					
First name:		Middle name:			
Date of Birth:		Sex:		<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other	
Residential Address					
Building/property name:					
Flat/unit details:					
Street or lot number:		Street name:			
Suburb, locality or town:					
State/territory:		Postcode:			
Postal Address (if different from above)					
Building/property name:					
Flat/unit details:					
Street or lot number:		Street name:			
Suburb, locality or town:					
State/territory:		Postcode:			
Contact Details					
Home Phone Number:		Mobile Number:			
Email Address:					
Emergency Contact					
Surname:		First name:			
Contact Number:		Relationship to Student:			



Unique Student Identifier (USI)

From 1 January 2015, we Aboriginal Enterprises Australia can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVET.

You may already have a USI if you have done any nationally recognised training, which could include training at work, completing a first aid course or RSA (Responsible Service of Alcohol) course, getting a white card, or studying at a TAFE or training organisation. It is important that you try to find out whether you already have a USI before attempting to create a new one. You should not have more than one USI. To check if you already have a USI, use the 'Forgotten USI' link on the USI website at <https://www.usi.gov.au/faqs/i-have-forgotten-my-usi/>.

If you have not yet obtained a USI you can apply for it directly at <https://www.usi.gov.au/students/create-your-usi> on computer or mobile device.

Your USI:

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If your USI is Invalid or unknown, do you give AEA Training permission to attempt to locate it? Yes No

Language and Cultural Diversity

In which country were you born:	<input type="checkbox"/> Australia	<input type="checkbox"/> Other, please specify:	
Main language spoken at home:	<input type="checkbox"/> English only	<input type="checkbox"/> Other, please specify:	
How well do you speak English?	<input type="checkbox"/> Very well	<input type="checkbox"/> Well	<input type="checkbox"/> Not well <input type="checkbox"/> Not at all
Are you of Aboriginal or Torres Strait Islander origin? (For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes)			
<input type="checkbox"/> No	<input type="checkbox"/> Yes, Aboriginal	<input type="checkbox"/> Yes, Torres Strait Islander	

Disability

Do you consider yourself to have a disability, impairment, or long-term condition?	<input type="checkbox"/> Yes <input type="checkbox"/> No (Skip the next question)
If you indicated the presence of a disability, impairment, or long-term condition, please select the area(s) in the following list:	<input type="checkbox"/> Hearing/Deaf <input type="checkbox"/> Physical <input type="checkbox"/> Intellectual <input type="checkbox"/> Learning <input type="checkbox"/> Mental Illness <input type="checkbox"/> Acquired Brain Impairment <input type="checkbox"/> Vision <input type="checkbox"/> Medical Condition <input type="checkbox"/> Other
Do you require additional support from the RTO as a result of this disability, impairment or long-term condition?	<input type="checkbox"/> No <input type="checkbox"/> Yes, please specify:

Education

What is your highest completed school level?	<input type="checkbox"/> Year 12 or equivalent <input type="checkbox"/> Year 11 or equivalent <input type="checkbox"/> Year 10 or equivalent <input type="checkbox"/> Year 9 or equivalent <input type="checkbox"/> Year 8 or below <input type="checkbox"/> Never attended school <input type="checkbox"/> Currently enrolled, if so what year __.
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<p>Have you SUCCESSFULLY completed any of these qualifications?</p>	<input type="checkbox"/> Bachelor Degree or Higher Degree <input type="checkbox"/> Advanced Diploma or Associate Degree <input type="checkbox"/> Diploma (or associate diploma) <input type="checkbox"/> Certificate IV (or Advanced Certificate/Technician) <input type="checkbox"/> Certificate III (or Trade Certificate) <input type="checkbox"/> Certificate II <input type="checkbox"/> Certificate I <input type="checkbox"/> Other education (including certificates or overseas qualifications not listed above) <input type="checkbox"/> None of the above
Employment	
<p>Which best describes your current employment status?</p>	<input type="checkbox"/> Full-time employee <input type="checkbox"/> Part-time employee <input type="checkbox"/> Self-employed - not employing others <input type="checkbox"/> Self-employed - employing others <input type="checkbox"/> Employed - unpaid worker in family business <input type="checkbox"/> Unemployed - seeking work <input type="checkbox"/> Not employed - not seeking employment
Study Reason	
<p>Which best describes your main reason for undertaking this course?</p>	<input type="checkbox"/> To get a job <input type="checkbox"/> To develop my existing business <input type="checkbox"/> To start my own business <input type="checkbox"/> To try for a different career <input type="checkbox"/> To get a better job or promotion <input type="checkbox"/> It was a requirement of my job <input type="checkbox"/> I wanted extra skills for my job <input type="checkbox"/> To get into another course of study <input type="checkbox"/> For personal interest or self-development <input type="checkbox"/> To get skills for community/voluntary work <input type="checkbox"/> Other reasons
Self-Declaration	
Please ensure that you have read the Terms & Conditions and Self Declaration very carefully before you sign this form.	
<input type="checkbox"/> I declare that the information on this enrolment form is accurate.	
<input type="checkbox"/> I further acknowledge that any false information and not disclosing relevant information for enrolment of this qualification may result in the cancellation of my enrolment at AEA Training.	
<input type="checkbox"/> I understand that it is my full responsibility to provide all relevant and required documentation and answer all questions truthfully.	
<input type="checkbox"/> I further understand that the course deposit (enrolment fee) is non-refundable if I withdraw from the course within 7 days prior to commencement and I have read and understood all fee and refund information.	
<input type="checkbox"/> I authorise AEA Training Ltd to use photographs, video recordings, audio recordings, and any other media captured during the course for the purpose of promotion, educational content, and enhancing their online and offline presence.	
<input type="checkbox"/> I further declare that I have been provided with all fee information	
<input type="checkbox"/> I further declare that I meet all entry requirements for this course	
<input type="checkbox"/> I further declare that I have read and understood the Student Handbook.	
Student Name:	
Student Signature:	Date:
If you are younger than 18 years old, a parent or guardian is required to sign the following:	
Parent / Guardian Name:	
Parent / Guardian Signature:	Date:



TERMS & CONDITIONS OF ENROLMENT

Literacy and Numeracy

As part of the enrolment process, you will be required to complete a Language, Literacy and Numeracy (LLN) Assessment to ensure you can successfully take part in the course. This assessment will be reviewed by a qualified assessor to ascertain if you currently have the required LLN skills to successfully undertake and complete the course independently, or whether you may have some support needs. Where additional support needs are identified, the Training Manager will assess your learning needs and determine whether the training can be adjusted to maximise your likelihood of successfully completing the program. If you cannot be accepted into the program, you will be advised of your options for external support.

Privacy

AEA Training Ltd collects and stores clients' personal details for training purposes only. We utilise this information to record your progress. Where State or Commonwealth funding supports training, we are obliged to submit your personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes. We DO NOT share, rent, or sell personal information you provide us. The confidentiality of the information we collect from you is protected under the Privacy Act 1988. If we are required to disclose information about any of our clients, by signing these terms and conditions the student consents in their information being given to third parties if requested (i.e. editorial; photos for advertising purposes, etc.)

PRIVACY NOTICE

Why we collect your personal information.

AEA Training collects personal information in order to perform its core functions. AEA Training's core functions include provision of education, and training services. As a registered Training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

AEA Training also collects your NCVET personal and training information to:

- Ensure compliance with relevant state, territory, and federal laws.
- For reporting to government departments, agencies or statutory bodies who collect information under those laws.
- To satisfy requirements of government funding bodies
- For research, statistical, quality improvement and internal management processes.

How we use your personal information

We use and disclose personal information for the purposes for which we collect that personal information, any directly related purposes which are related to one of our functions or activities. We will first obtain your consent where we wish to use the information for an unrelated purpose.

The purposes for which information is collected include statistical and reporting purposes, assessing learners' eligibility for training and needs, administering enrolments, delivering education, training, and assessing students, issuing qualification, assisting learners to obtain training and/or employment, assisting employers to claim lawful incentives, monitoring, and auditing our services etc.

We will not disclose your personal information in other circumstances unless one of the following applies:

- You have consented to the disclosure
- You would reasonably expect, or
- Have been told, that your information is passed to those individuals, bodies, or agencies; or

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETRA Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETRA Act) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your personal information.

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETRA Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, state and territory authorities (other than registered training Organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy

If you would like to seek access to or correct your information, in the first instance, please contact your AEA Training using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETRA Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.



Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact AEA Training to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Contact: trainingadmin@aeagp.com.au

Legislative and Regulatory Requirements

When undertaking work experience, the student acknowledges that they must observe the employers Work Health & Safety (WHS) Policies and all workplace practices, as instructed by the employer, including Equal Rights, Equal Opportunity, and the Anti-Discrimination Acts.

The student acknowledges that they must observe The RTO's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

Training

AEA Training will complete all training and/or assessment in the course the student has enrolled in once the student has commenced study in their chosen qualification or course of study, unless the student submits a formal Letter of Withdrawal notifying the college that they wish to withdraw. If a student voluntarily drops out, this guarantee is valid for a maximum of six months from initial course commencement date.

AEA Training commits to providing quality training and assessment to all students who enroll with us and will issue AQF certification upon successful completion of the course. AEA Training confirms it complies with the Standards for RTOs 2015 at all times.

Course Fees

1. Please refer to the course flyers for information on all fees, including course fees; administration fees; materials fees and any other charges.
2. Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed and all fees paid in full. The cost of the certificates is included in the course fees.
3. Refunds may be made as per the Cancellations and Refund Policy below.
4. An administration fee may be charged to any student who withdraws from a course in excess of 3 working days prior to course commencement.
5. No refunds will be issued once the course has commenced.
6. Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, an administration fee of \$25 will be charged.

Students are provided with the cancellations and refund policy and student enrolment form prior to enrolment. Cancellations and Refund Policy is always available by contacting traininadmin@aeagp.com.au

Refund Policy

Purpose

This policy outlines the guidelines and procedures for cancellations, withdrawals, and refunds of fees paid by students enrolled in courses offered by AEA Training. The policy ensures fairness, transparency, and compliance with regulatory standards.

Cancellation and Withdrawal

Student Initiated Cancellations/Withdrawals:

Students must submit a written or verbal request for cancellation or withdrawal from a course to AEA Training administration staff.

Depending on the notice period provided by the student:

- A full refund will be given where a notice to cancel is given by the enrolled participant at least 7 business days prior to the course date.
- A 50% refund will apply where a notice to cancel is given by the enrolled participant not less than 3 and not more than 6 business days prior to the course date.
- No refund will be given where notice to cancel is given by the enrolled participant less than 3 business days prior to the course date, except under exceptional circumstances (to be assessed on a case-by-case basis).
- If the cancellation or withdrawal occurs after the course commencement date, no refund will be provided except under exceptional circumstances (to be assessed on a case-by-case basis).

Administration fees or non-refundable deposits may be deducted from the refundable amount.

RTO Initiated Cancellations/Withdrawals:

In the rare event that the AEA Training cancels a course, students will be entitled to a full refund of all fees paid.

Refund Process

- Refund requests must be submitted in writing or verbally agreed with the AEA Training administration staff.
- Refunds will be processed within 14 days upon approval of the cancellation or withdrawal request.



- Refunds will be issued using the same payment method utilised for the original transaction unless otherwise agreed upon.

Course Transfer Policy

If a student transfers to another course offered by AEA Training, any applicable fees already paid may be adjusted towards the new course fees.

In cases of course changes or modifications initiated by AEA Training, fee adjustments will be made accordingly, and students will be duly informed.

No transfer fee will apply where a minimum of 7 business days' notice requesting transfer is given prior to the course date.

A booking may only be transferred a maximum of two times and may only be transferred by the participant enrolled in the course or the person that made the original booking.

Non-Refundable Items

Application fees, enrollment fees, administrative charges, and any non-refundable deposits specified during the enrollment process are non-refundable.

Exceptional Circumstances

An exception to these policies may be applied at the sole discretion of AEA Training where the person is able to show good cause for non-attendance. Good cause for this purpose includes, but is not limited to, presentation of a medical certificate and unanticipated changes to work commitments with employer confirmation.

Appeals Process

Students dissatisfied with the outcome of their refund request may appeal the decision in writing to the AEA Training administration staff within 5 days of receiving the refund decision.

AEA Training will review the appeal and respond within a reasonable timeframe.

Compliance

This policy adheres to the Standards for RTO's 2015 and complies with all applicable laws and regulations regarding fee refunds in the education and training sector, under consumer rights and guarantees.

Course Fees paid in Advance.

AEA Training requires a minimum deposit, which will not exceed \$1500 per individual student, prior to course commencement.

Following course commencement, fees will be required to be paid in full, prior to the issue of Statements of Attainment.

Complaints and Appeals Procedure.

Stage 1. Receipt of Complaint or Appeal:

Verbal complaint or Appeal- AEA Training encourages all students, clients, and stakeholders to raise any concerns with a relevant staff member. (Trainer/Assessor, Administration staff) If the complaint or appeal cannot be resolved by the member of staff, then the complaint/ appeal is to be escalated to the Training Manager. This can be done over the phone or, in certain circumstances, via a face-to-face meeting.

AEA Training will attempt to resolve verbal complaints and appeals at the time the complaint or appeal is made. If the customer is unable to resolve the complaint or appeal informally, or is not satisfied with the response, then the customer will be advised to put the complaint or appeal in writing. All verbal complaints and appeals, no matter the outcome should be recorded in the Complaints and Appeals register.

Written Complaints and Appeals- All complaints and appeals must be submitted in writing and include specific details, such as the nature of the concern, relevant dates, and any supporting documentation.

Complaints and appeals can be submitted through the designated online portal, in person, or via email.

Staff will provide assistance to those who require help in formulating or lodging a complaint or appeal.

Acknowledgment:

Upon receipt of a complaint or appeal, the Training Manager will acknowledge it within 24 hours and attach a copy of the Complaints and Appeals Policy. The complaint or Appeal will be recorded on the Complaints and Appeals Register.

The acknowledgment will include a reference number for tracking purposes.

Where a complaint has been received via email all formal correspondences such as acknowledgement and response letter should be returned via email. Complaints that have been posted or handed into the office will be responded to via post. Complainants are welcome to request a different method of contact.

Investigation:

The Training Manager is designated by AEA Training to oversee the complaints management process. The Training Manager investigates and tries to resolve the complaint and coordinates the overall process including accurate recording & management of each complaint or appeal.

The Training Manager will determine whether the matter is a complaint or an appeal. This may include contacting the person who has lodged the complaint for more information.

Resolution Proposal:

The Training Manager will propose a resolution based on the findings of the investigation.

The resolution may include corrective actions, improvements to processes, or changes in AEA Training policies and procedures.

Communication of Findings:



The Training Manager will communicate the findings and proposed resolution to the complainant or appellant within 14 days.

The communication will include details of the investigation, the decision, and any recommended actions.

Stage 2 – AEA Training CEO

If the complainant or appellant is dissatisfied with the initial resolution, they can escalate their complaint or appeal for further review. Details of how to do this are provided in the response letter.

Once the escalation has been processed and the acknowledgement letter is sent, the complaint will be passed to AEA Training CEO who will initiate a further review and make their determination on the matter. The turnaround time for a Stage 2 response is 14 days from the date of escalation.

For both Stage 1 and Stage 2, responses will be provided in writing within 14 days outlining either:

- Complaint Upheld
- Complaint Not Upheld
- Complaint Partially Upheld

The response may include one or more of the following:

- An apology
- An explanation
- An assurance about further actions
- Information on proposed changes to how things are done

The response letter will contain details of what to do next if the customer feels that the matter is still unresolved.

What to do if you are not satisfied with the outcome

If the complainant remains dissatisfied with the response, it is recommended they seek external advice.

Unreasonable Complaint Conduct

Unreasonable complainant or appellant conduct can be defined as any behaviors by a current or former complainant or appellant which, because of its nature or frequency, raises substantial health, safety, resource, or equity issues for the parties to a complaint.

Where AEA Training identifies a complainant as acting unreasonably, we reserve the right to stop responding to the individual's ongoing complaint about a matter.

Record Keeping:

All records related to complaints and appeals, including the initial submission, investigation details, and outcomes, will be documented and maintained securely for a minimum period of 12 months.

Continuous Improvement:

Feedback from the complaints and appeals process will be analysed for opportunities for continuous improvement.

AEA Training will implement changes to policies or procedures as necessary.

Access and Equity

AEA Training is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with the Equal Opportunity Act 1994, Racial Discrimination Act 1975, NSW Anti-Discrimination Act 1977, Sex Discrimination Act 1984 and Disability Discrimination Act 1992.

In the event of a situation that is considered by clients to be in violation of AEA Training Access & Equity Policy, students and clients are required to report the situation to management.

Harassment, victimisation and bullying.

AEA Training does not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexual preference, or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

In the event of a situation that is considered by clients to be in violation of the RTO harassment, victimisation, and bullying policy, report the situation to management.

Recognition of Prior Learning (RPL) or Credit Transfer (CT)

AEA Training recognises the Australian Qualifications Framework and Vocational Education and Training (VET) qualifications and VET statements of attainment issued by any other Registered Training Organisation.

RPL/CT is available for all subjects and units of competency on the RTO scope of registration. Speak to the Administration Team prior to enrolment into any training if you would like further information on the RPL/Credit Transfer process.

**Media Release Consent**

Use of Media: The media captured may be used in a variety of media formats, including but not limited to websites, social media platforms, printed materials, presentations, advertisements, newsletters, and press releases.

Release of Rights: by signing the above declaration you have released and discharged AEA Training its employees, representatives, and any third parties acting under its authority from any and all claims, liabilities, demands, actions, and causes of action arising out of or in connection with the use of the media, including but not limited to any claims for defamation, invasion of privacy, or infringement of rights.

Ownership: by signing the above declaration you understand that AEA Training retains all rights to the media captured during the course, and you will not receive any compensation for the use of such media.

Voluntary Participation: Your participation in the media capture and use is voluntary and without compensation. You acknowledge that you will not have any right to inspect or approve the finished product that may be used in connection with the media.

Withdrawal of Consent: you understand that you may withdraw this consent at any time by providing written notice to AEA Training. However, any media captured prior to the withdrawal will continue to be used as outlined in this consent form.



Disability supplement

Introduction

The purpose of the Disability supplement is to provide additional information to assist with answering the disability question.

If you indicated the presence of a disability, impairment, or long-term condition, please select the area(s) in the following list:

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

'11 — Hearing/deaf'

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe, or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

'12 — Physical'

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life, for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

'13 — Intellectual'

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

'14 — Learning'

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

'15 — Mental illness'

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

'16 — Acquired brain impairment'

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional, or independent functioning. Acquired brain impairment can occur because of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases, or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

'17 — Vision'

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired because of disease, illness or injury.

'18 — Medical condition'

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

19 — Other

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.