



Australian Careers Education Pty Ltd

CRICOS No: 03219A
RTO No: 22424
ABN: 69 136 260 252
ACN: 136 260 252

International Student Pre-Enrolment Brochure



Welcome Message from the CEO

Welcome to Australian Careers Education Pty Ltd (“ACE”). We are a Registered Training Organisation committed to helping you achieve your study and career goals. Our aim at ACE is to ensure you benefit from relevant hands on learning so that you enter the workforce with full potential. A special welcome is extended to our international students. I trust that you will find studying in Australia to be challenging yet exciting. I hope that we can assist you to make your studies here more fulfilling.

Learning is a life-long pursuit and we are proud to accompany you on part of that journey. We wish you much success in your career upon graduation from ACE.

Garry Ghattas
Chief Executive Officer

347-351 Victoria Street, Brunswick, VIC 3056

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Australian Careers Education welcomes new students!

Australian Careers Education Pty Ltd (“ACE”) is a privately registered training organization (RTO) located in the inner Northern suburbs of Melbourne. ACE is an innovative and forward thinking institute, which offers all its students the opportunity to develop the key knowledge and skills required to gain employment upon completion of their chosen course.

Our philosophy at ACE is that education should be relevant to a students’ career goals and skills focused. ACE is concerned with providing quality vocational training and education with a focus on practical and work relevant outcomes. Our courses are nationally recognised under the Australian Qualification Framework (AQF) and accredited to meet vocational and educational standards.

Using up to date training methods, learning resources and assessment tools allows ACE to assist their students to realise their career goals. Students will be supported by a highly motivated and committed team. All our trainers have relevant industry knowledge and experience and are professional, friendly and supportive individuals.

Quality is maintained in compliance with CRICOS legislation, the National VET Regulators Standards for Registered Training Organisations and through our continuous improvement system.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their learning and assessment process.

We believe that you will have a great experience whilst studying. Welcome and I hope you enjoy your studies!

Why ACE?

ACE aims to deliver high quality training, assessment and support services to all our students.

By joining ACE, you will have the chance to study while enjoying the cosmopolitan atmosphere of one of the world's most exciting and vibrant cities.

At ACE the **advantages** are:

- Students are trained in an industry environment.
- ACE has qualified Trainers with industry experience
- The courses have been designed to follow the Australian Qualifications Framework (AQF), ensuring students develop the skills required to gain employment within their relevant industry.

By joining ACE you will be coming to an institute offering well-developed training programmes and study facilities. We attract students from many parts of the world.

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Life as an International Student

Melbourne is the capital of the State of Victoria, with a population of approximately 4.7 million people. It occupies an area around the shores of Port Philip Bay. The city is laid out in a large rectangle, which sits on the northern banks of the Yarra River, about five kilometers from the bay. Melbourne city defines itself by its lively and cosmopolitan ambience and has been classified twice as the “world’s most liveable city”. Melbourne is a relatively modern city, which is less than 200 years old.

Melbourne has four seasons per year: summer, autumn, spring and winter. During summer the usual maximum daily temperature ranges from 28 to 35 degrees Celsius. The evenings are usually cooler. Summer heat is dry, rather than humid. Light clothing is sufficient for summer. However, a jumper (Sweater) or light jacket may be necessary for the evenings. Winter can be wet and windy. Daylight temperatures range from 10 to 15 degrees Celsius. Night time temperatures range from 2 to 9 degrees Celsius. Warm cloths including an overcoat will be necessary during Melbourne’s winter months.

Sometimes, the best part of visiting a new city is when you unexpectedly depart from the tourist trail and glimpse at the city from behind the scenes. While the big attractions can be great fun, often it’s the more subtle “insider” experiences that leave you feeling really satisfied. For information on events, dining, shopping and much more in Melbourne, go to www.thatsmelbourne.com.au or www.visitvictoria.com.

Accommodation

ACE does not offer any accommodation services and students are required to organise their own accommodation for their stay in Australia. It is recommended that a student’s accommodation be organised prior to the student’s arrival in Australia.

The Student Support Services Officer can provide information, advice and guidance on the types of accommodation services available to students prior to arrival to Australia.

The types of accommodation available in Australia are many and varied. They include the following:

Private Rentals

The rental market offers a wide range of housing options. Signing a lease on your own for an apartment, flat or house can offer you an independent lifestyle and privacy. You may also plan to stay in this property for the duration of your course.

It can be however, quite an expensive proposition if you choose to live by yourself. You would be solely responsible for the rental payments plus the connection fees for utilities and then the ongoing bills. Generally tenants are responsible for connection and usage of water, electricity and gas. Tenants are also responsible for connection and payment of the telephone service.

Rental prices vary according to the location and condition of the property. It can be useful to familiarise yourself with the average price of properties in the various suburbs around ACE. Rental costs usually increase the closer the property is to the city centre.

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You can choose to reduce the cost by renting a property with housemates. This is a great way to not only reduce your expenses (given expenses are shared), but it is also a great opportunity to meet new people!

Rental property prices vary from suburb to suburb. Check realestate.com.au or The Age newspaper for the current cost of renting in Melbourne.

Also visit <http://tuv.org.au> (for rental advice) or <http://flatmates.com.au> (to find a room in a property).

Student Apartment

Student apartments are large centres containing rooms of various sizes (1 to 5 bedrooms). They usually come fully furnished with internet, 24-hour support and often in great locations.

Residential College

Residential colleges are typically located within a short distance from major universities. What you generally get is a fully furnished bedroom which is cleaned weekly, meals, internet and shared kitchen and bathroom facilities. This is a great way to meet people!

Homestay

This is a common form of accommodation where students live with a local family in their own home. Homestay is where a student lives with a family, couple or single person/s in their own home. There are many 'Homestay Providers' operating in Australia and arrangements will vary from full board, part board to board in exchange. The most common arrangement for homestay usually consists of a furnished room, two or three meals per day and bills (except telephone and internet). The family is generally chosen by the Homestay Provider and allows students an excellent way of settling into the country.

Type of Accommodation	Average Cost
Purpose-Built Student Accommodation	\$200 - \$500 per week
Shared Rental	\$243 per week (average)
Homestay	\$220 - \$375 per week
Private Rental	\$200 - \$700 per week

(Source: *International Student Guide Melbourne, Inside Guides* – copy available at Head Office or by visiting <http://www.insiderguides.com.au/>)



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Map of Australia



Map of Victoria



Living Costs

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia. (All costs are in Australian dollars.) The Department of home affairs has financial requirements you must meet in order to receive a student visa. Below is a guide on the requirements you must meet to study in Australia:

- **You** – AUD \$21,041
- **Partner or spouse**- AUD \$7,362
- **child** – AUD \$3,152

Living expenses (in addition to housing)

- Groceries and eating out - \$80 to \$280 per week
- Gas, electricity - \$35 to \$140 per week
- Phone and Internet - \$20 to \$55 per week
- Public transport - \$15 to \$55 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

Visit www.movingtoaustralia.anz.com for further information regarding how much your lifestyle will cost and an overall view of expenses.

The Australian Government provides information and guidance on managing your finances. You can read more at **Error! Hyperlink reference not valid..**

Please Note:

- All costs indicated above are per year in Australian dollars and are subject to change. To convert to your own currency, visit <http://www.xe.com/> (opens in a new window).

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- For further information on living costs in Melbourne please refer to the Live in Victoria website (www.liveinvictoria.vic.gov.au) which has a guide to living costs in Victoria.
- Costs indicated above do not include expenses relating to mobile phones, cars or computer expenses.
- Tuition Fees are not included in the provided living cost estimates.
- Accommodation costs will vary from place to place and the following is only an estimate of Melbourne’s accommodation facilities.

Overseas Student Health Cover (OSHC)

All International Students must have Overseas Student Health Cover (OSHC) for the entire duration of their stay in Australia. This requirement constitutes a Visa condition stipulated by the Australian Government. OSHC allows students access to out of hospital and in hospital medical services.

The following cost is valid as at January 2020 and price is subject to change. Further information on the price of OSHC and provider details, please contact ACE or visit

<http://www.health.gov.au/internet/main/Publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1#insurersofferoshc>

Overseas Student Health Cover (OSHC)	Approximately \$500.00 for 12 months <i>(standard cover for 1 adult)</i>
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School Aged Dependents

There are requirements for compulsory school attendance for children or dependents of international students. In Victoria it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed Year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

Working in Australia

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on <https://www.homeaffairs.gov.au/trav/student>

https://www.internationalstudent.com/study_australia/working/

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit www.fairwork.gov.au. You can also call 13 13 94 from 8am to



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Campus Location and Transport Details

ACE's Head Office and campus' are located in Brunswick, 0.5 Km from Brunswick Station. Brunswick is a suburb in Melbourne, Victoria, Australia, 5 km north from Melbourne's central business district. Brunswick has a vibrant cafe and restaurant culture and supports a variety of industries.

The area is among the best-served by public transport in Melbourne, with the Jewell, Brunswick and Anstey stations on the Upfield suburban train line. In addition, there is the number **19 tram** service to Melbourne University and the city on Sydney Road, and the number **1 and 6 trams along Lygon Street and the number 55** tram also heads through Royal Park and to the city from nearby West Brunswick.

Australian Careers Education Pty Ltd Head Office: 347-351 Victoria Street, Brunswick, Victoria 3056	Donald Street Training Campus: Aurora Building 149-151 Donald Street, Brunswick East, Victoria 3057	Contact Details: Phone: +613 9380 1414 Fax: +613 9380 1811 Email: info@ace.vic.edu.au Website: www.ace.vic.edu.au
Victoria Street Training Campus: 347-351 Victoria Street, Brunswick, Victoria 3056	Work-Based Training Location: Aurora Receptions 149-151 Donald Street, Brunswick East, Victoria 3057	



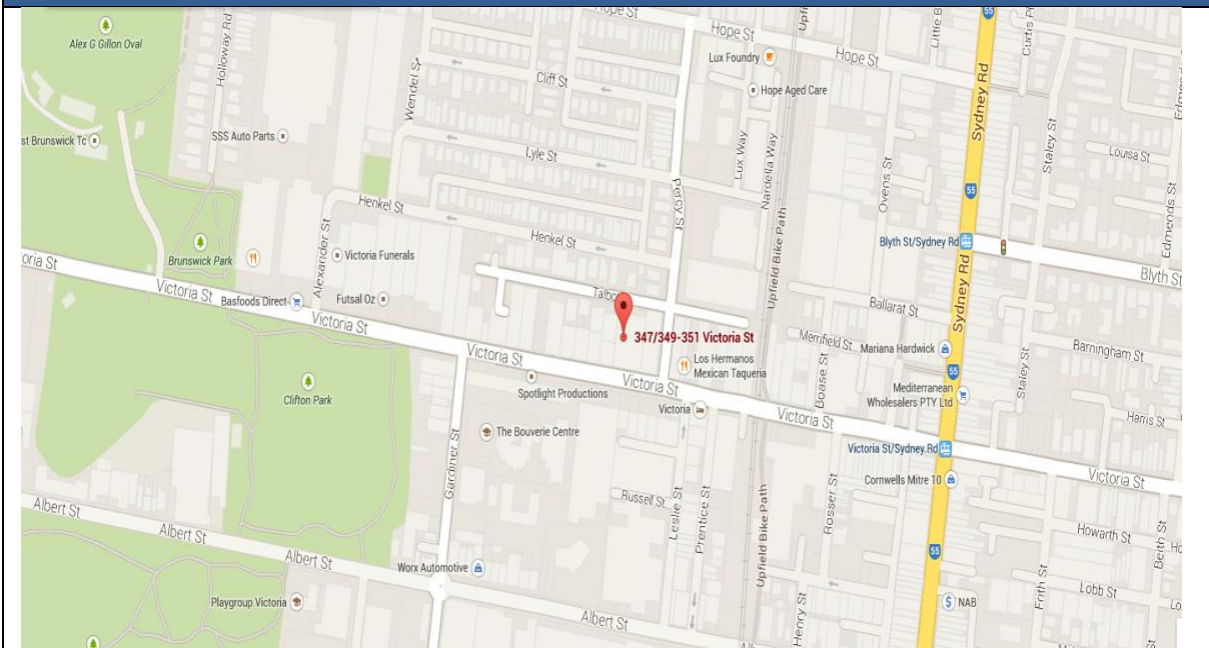
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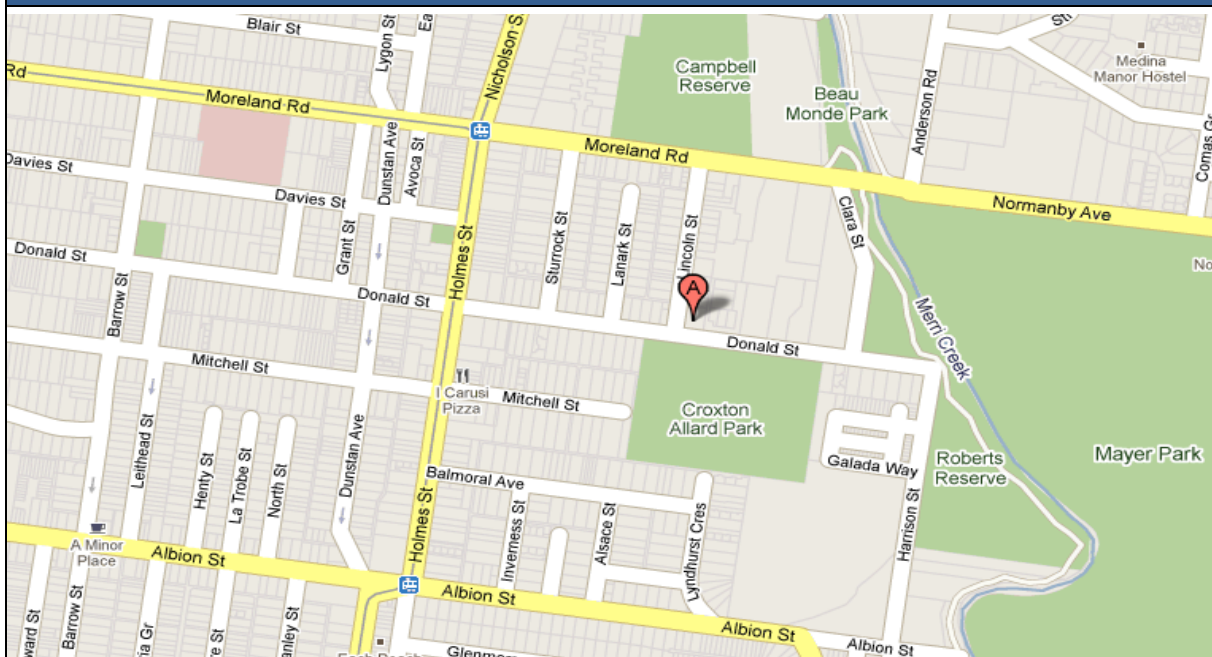
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How to get to HEAD OFFICE / VICTORIA STREET CAMPUS



How to get to DONALD STREET CAMPUS / AURORA RECEPTIONS (WORK-BASED TRAINING)



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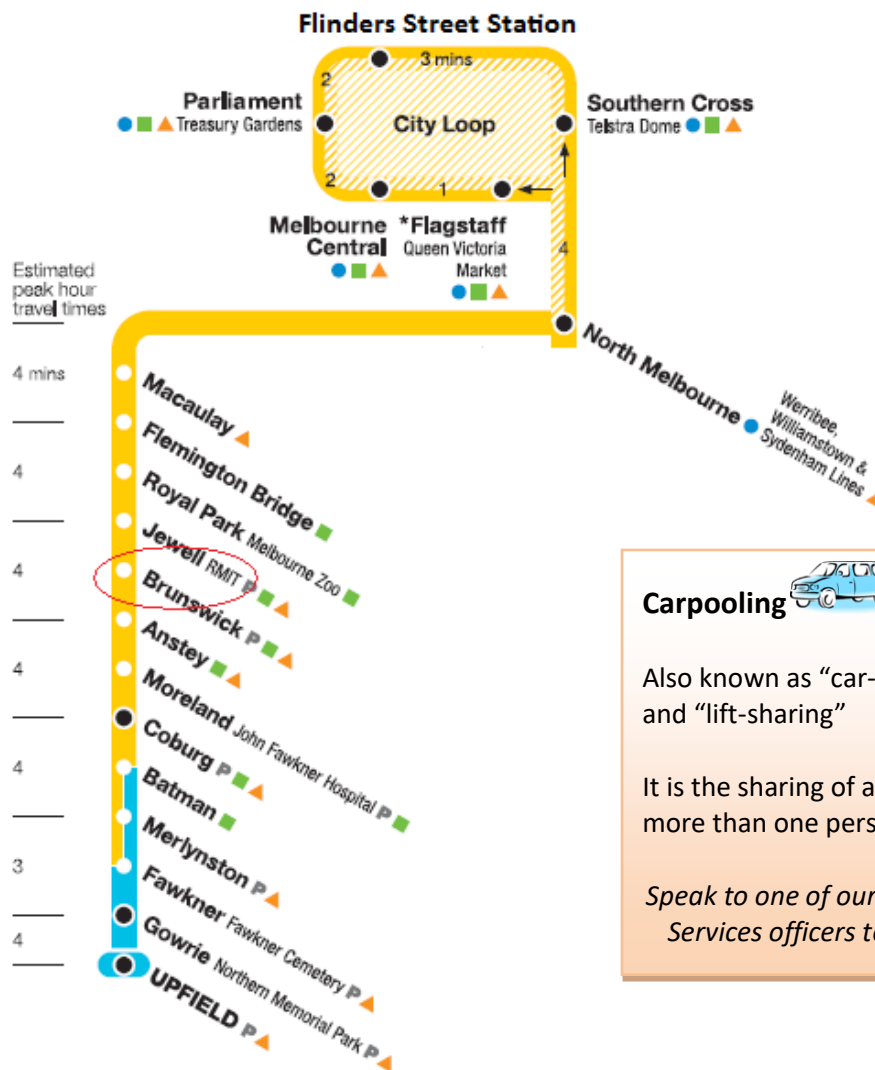
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Modes of Transportation to travel to ACE

By TRAM



By Train



Carpooling



Also known as “car-sharing”, “ride-sharing” and “lift-sharing”

It is the sharing of a car journey so that more than one person travels in a car.

Speak to one of our friendly Student Support Services officers to register your interest.

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By BICYCLE



Information on Bikes - Where to ride

Major on-road bicycle network routes within the City of Melbourne include St Kilda Road, Royal Parade, Flemington Road, Swanston Street and Canning Street. Other major off-road routes include Yarra River Trail, Moonee Ponds Creek Trail, Maribyrnong River Trail, Flemington Road, Dynon Road, Foot scray Road and St Kilda Road.

The Melbourne Travel Smart Map provides a convenient and comprehensive guide to walking, cycling and public transport routes and facilities in the City of Melbourne. You can also download a copy of the map from the following URL:

https://www.melbourne.vic.gov.au/ParksandActivities/ActiveMelbourne/WalkingCyclingandSkating/Documents/Travelsmart_Melbourne_map_16MB.PDF

Please note that this document changes yearly, most updated document and URL are available from the Travel Smart Victoria site at (<http://www.transport.vic.gov.au/doi/internet/ict.nsf/headingpagesdisplay/travelsmart>).

ACE Campus Facilities:

ACE's campus facilities include:

- Classrooms with projector facilities
- Computer labs
- Kitchen facilities
- Internet and printing
- Student lounge
- Student support services
- Automotive workshop (Victoria Street campus only)
- Training Kitchens (Donald Street campus only).

Student Support and Educational Services

ACE is highly committed to providing students with a supportive learning environment to help them achieve success in their educational endeavours. ACE has a team of Student Support Services Officers who are available to assist students with their educational and special needs. These services include (but not limited to):

Academic Assistance

- Referencing
- Report Writing
- Reading, writing and listening skills
- Note taking skills
- Assignment preparation and writing
- Preparing for tests
- Computer assistance
- Literacy and numeracy assistance
- Oral presentations
- Study Guidelines

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General Enquiries

- Tax File Numbers
- Health Care
- Information related to Life in Melbourne
- Legal services
- Referral to Welfare Service Officer
- Opening bank accounts
- Mental Health
- Emergency and health service references

Complaints Management:

- Complaints and Appeals process
- Student issues resolution

Disability Support

Difficulties with studies or learning environment due to the effects of a disability or impairment.

- Liaising with trainers / assessors to determine additional supports in the learning environment.
- Identification of reasonable adjustments / additional supports that can be implemented to assist a student to undertake their studies safely.

Students with a disability, impairment or health condition which impacts their ability to meet the requirements of the training package are encouraged to complete the Reasonable Adjustment / Special Needs Form and arrange an appointment with a Student Support Officer. The Student Support Officer will seek to clarify the extent of the student's disability / impairment on their capacity to meet the requirements of the training package and the supports that can be provided by ACE. The Student Support Services Officer will assess each application for additional support on its own merit and will submit the application to the CEO for final approval. ACE will support the student as far as reasonable, however students are advised that in the event of additional equipment or aides requiring purchase, the cost of such equipment will be incurred by the student if the student is agreeable.

Disclosure of disability or impairment is treated with confidence and will not be used to disadvantage the student.

Please refer to ACE's Access and Equity Policy for further information.

ESOS ACT 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

ACE complies and is governed with the ESOS ACT 2000 and The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. ACE is a CRICOS approved provider delivering the courses which is on its scope of registration.

ACE complies with The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 which specifies standards, specifications and procedures to ensure that ACE clearly understands and complies with delivery of vocational courses in its scope of registration.

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Contact details

Who?	Why?	How?
Your provider	For policies and procedures that affect you	Speak with ACE staff. www.ace.vic.edu.au
Department of Home Affairs (DHA)	For visa matters	https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study or Contact the DHA office in your country
Unique Student Identifier (USI)	To apply for your USI	www.usi.gov.au
ESOS Act 2000 and The National Code 2018	For complete information of The ESOS Act 2000 and The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018	https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx
Tuition Protection Services (TPS)	For information about TPS	https://www.dese.gov.au/tps
The Office of the Commonwealth Ombudsman	The Office of the Commonwealth Ombudsman can investigate complaints that international students have with private education providers.	http://www.ombudsman.gov.au/How-we-can-help/overseas-students
Australian Tax Office	Information about declaring tax	https://www.ato.gov.au/
Fair Work Australia	Information and advice about your workplace rights and obligations.	http://www.fairwork.gov.au

Nature of Training Guarantee

ACE is committed to ensuring that once students have started studying their chosen qualification or course, provided they continue to meet all of their responsibilities as students, they will be assured completion as per the training plan. ACE will also guarantee training and assessment of the highest quality as outlined before enrolment. ACE is responsible for the quality of the training and assessment in compliance with the National VET Standards, and for the issuance of the AQF certification documentation.

Issuance of AQF Qualifications

- AQF qualifications will be issued to students when they have been assessed as competent in all Units of Competency/competencies of the course or have been assessed as competent. Being assessed as competent means the student has successfully completed all requirements of the course or training product.

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- The AQF qualification certificate will be issued within 30 calendar days of the student completing all required units in the AQF Qualification.
- The student must have been paid all fees owed to ACE prior to issuance of the AQF Qualifications.
- The AQF Qualification will also be supported by:
 - A Completion Letter
 - Statement of Results

Issuance of Statement of Attainment

- Statements of Attainment (SOA) will be issued to students when they withdraw or cancel their enrolment in a Qualification.
- The Statement of Attainment will be issued within 30 calendar days of the student meeting the requirements of the unit of competency / competencies provided they have completed the 'Request for Certificate, Transcript or Statement of Attainment' Form (which is submitted to the Records Manager at Head Office or via email) and that they do not have any outstanding fees owing to ACE.
- Once the requested is granted, the Records Manager then prepares the Statement of Attainment. This lists all the subjects the Student has successfully completed.
- The Student is notified via email when their Statement of Attainment will be available to pick up from Head Office.

Former Students

Former students of ACE who have previously been issued a copy of their AQF qualification and/or Statement of Attainment, or for some reason that these documents were not issued to them in the past, and who wish to obtain a copy of their AQF qualification can do so by completing the 'Request for Certificate, Transcript or Statement of Attainment' Form. This form can be downloaded from ACE's website or by contacting Head Office and requesting a copy of the form. ACE will process applications for re-issuance of AQF certification documentation and or Statement of Attainment within 14 days. Charges apply. Please refer to the Fees and Charges Policy.

The AQF qualification documentation and/or Statement of Attainment are accessible to current and part learners. For more information, please refer to the Issuance of AQF Qualification Policy and Procedures which is available on the ACE website; or contact the head office to request for a hard copy.

Third Party Arrangements

As part of the training package requirements for the Certificate III and IV in Commercial Cookery and Diploma of Hospitality Management; students are required to undertake work-based training. ACE has a formal arrangement with Aurora Receptions, a privately owned reception and catering facility, for its students to undertake work-based training. For further information, please refer to the individual courses in this brochure.

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ACE's Commitment to Students (ESOS Framework)

ACE is highly committed to provide students with the fundamental rights protected by the ESOS framework. The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

Coronavirus (COVID-19) information for international students

International students are an important and valued part of Australia's world class education system. Those impacted by the COVID-19 pandemic can find a range of resources and support on the Department of Education, Skills and Employment (DESE) [website](#).

Additional information can also be found on the [Study in Australia](#) website, the official Australian Government website for international students.

Australian laws protect international students

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the education institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework on the [DESE website](#).

Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All education institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

[CRICOS](#) is a good place to start when you want to find a course or education institution to study with.

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Using an Education Agent

International students **do not** have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the education institution you want to study at. You can find a list of education agents on the education institution's website.

The law requires education institutions to only use education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.

In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the [Department of Home Affairs website](#).

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact ACE directly.

ACE has engaged several Education Agents to recruit students on our behalf. Students do not have to use an education agent and can lodge an enrolment application directly to ACE. Enrolment Forms can be downloaded from ACE's Website or by contacting us on +613 9380 1414 to have an enrolment form emailed to you directly.

Written agreements between the student and ACE

ACE will provide a written agreement with you outlining the services and all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your education institution, you will need to refer to your written agreement. You can find out more about making complaints by visiting [Making complaints and getting help](#).

Student Rights

The ESOS standards covers a range of information students have a right to know about and the services that must be offered to them by ACE. These include:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your education institution and your education institution's agent;
- sign a written agreement with your education institution before or at the time you pay fees. You do not have to pay the education institution any money or fees until you accept the agreement;

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- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement;
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your education institution is unable to teach your course (known as a provider default), visit the [TPS website](#) for more information;
- access complaints and appeals processes; and
- request to transfer to another education institution and have that request assessed by your education institution.

Paying your tuition fees

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can **choose** to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your education institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your education institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees, and information on how they will be paid and what refund arrangements apply.

In Australia there are also very strong protections for students' fees, which you can learn more about through this weblink [protecting your tuition fees](#).

ACE's Expectation from Students

We hold our students in high regard. Likewise, we have certain expectations of you, the student, to ensure we maintain the Essential Standards for Overseas Students (ESOS).

Your responsibilities include to:

As an international student on a student visa, you must:

- comply with your student visa conditions;
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa;
- tell your education institution if you change your address or other contact details;
- meet the terms of your written agreement with your education institution; and

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- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the [Department of Home Affairs website](https://www.homeaffairs.gov.au), or call 131 881 on Monday – Friday from 9am to 5pm inside Australia (except public holidays).

Unique Student Identifier (USI)

Students must also have a Unique Student Identifier (USI) and provide this to ACE. See contact details table for the link to apply for a USI.

Changes to Agreed Services

ACE shall notify students of any changes that may affect their enrolment as soon as practicable. This includes any changes to agreed services, including changes such as any new third party arrangements, a change in ownership, or changes to existing third party arrangements.

For further information, please refer to ACE's *Notification of Significant Changes Policy and Procedure* available by contacting Head Office and requesting a copy of the policy.

Enrolment Procedure

Before you officially commence your enrolment with ACE; it is recommended that you follow all the enrolment steps. ACE has a standard process to ensure that you have successfully undertaken each step towards your enrolment. The process includes: reviewing the entry requirements, completing an enrolment form, attaching certified true or original copies of the following documents, Year 12 academic statement (or equivalent), Testamurs and/or Statements of Attainment for Nationally Recognised Training qualification(s), IELTS Certificate, Visa Grant Notification, Letter of Release (if applicable), OSHC cover (if already obtained) and current Passport (valid for the next 6 months or more), providing a list of any relevant work experience, and submitting these to ACE.

Once ACE receives a students' enrolment, they will review the application to determine eligibility and once found fit will send the prospective student a Letter of Offer and Student Acceptance Agreement. The student should carefully read the terms of the Letter of Offer and Student Acceptance Agreement, including the tuition fees and payment options.

Upon receipt of the Letter of Offer and Student Acceptance Agreement the student, if willing to proceed with the enrolment process, must sign the Letter of Offer and Student Acceptance Agreement and make arrangements to make payment of the enrolment fee (non-refundable). Payment can be made via Cheque, Money Order, and Credit Card (in person at ACE's Head Office) or via Electronic Transfer of Funds to ACE's Bank Account as follows:

Bank: ANZ Bank

Account Name: Australian Careers Education Pty Ltd

BSB No: 031-236

Account No.: 902-103-949

Swift code: ANZ BAU3M

Once the prospective student has submitted the signed letter of offer and student acceptance agreement and payment is received; ACE will confirm the student's acceptance into their nominated training program with a Confirmation of Enrolment (CoE) issued via PRISMS. The student can apply for a Visa using their CoE.

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Enrolment Process Flowchart

Student reviews Pre-Enrolment Information



Student completes an Enrolment Form and attaches relevant documentation



If requirements met, *Offer Letter and Student Acceptance Agreement* is provided to student



Student accepts Offer letter and Student Acceptance Agreement by signing and returning to ACE with proof of payment



Electronic Confirmation of Enrolment is emailed to student (and agent, if applicable) for processing of visa



Visa application is determined by DHA

Language, Literacy and Numeracy (LLN)

All students will be required to take a LLN test prior to their course commencement in order to determine any relevant support required by the students to achieve a successful outcome of their studies, and whether the course they have chosen is the most appropriate one for them.

Recognition of Prior Learning

Australian Careers Education Pty Ltd provides students with the option to apply for Recognition of Prior Learning (RPL) or Credit Transfers.

Recognition of Prior Learning (RPL) is recognition of prior learning and refers to prior experience and/or qualifications. Recognition of prior learning is a form of assessment of a learner's competence. Recognition of prior learning uses evidence from formal, non-formal and informal learning rather than from specific assessment activities directed by the RTO. This evidence is often combined with assessment activities sometimes known as 'challenge testing'. As such, recognition of prior learning must be conducted with the same rigour as any other form of assessment.

Credit Transfer is when a student applies for a credit for a unit of competency they have previously completed elsewhere. Students will have the opportunity to specify prior formal learning towards credit for units of competency on the enrolment form. Credit is only issued if the unit is an exact match. When applying for credit, the applicant must attach a copy of the previous qualification, including a transcript of the course which sites the exact unit they are applying for. The Recognition assessment system comprises of recognition policies, procedures and documents to support a productive and valid recognition system.

For more information, please see ACE's website for the RPL and Credit Policy and Procedure via www.ace.vic.edu.au

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Student Requirements

Orientation Program

Students will be required to attend an orientation day with the Student Support Officer at ACE prior to commencing their course, or on their first day. Students will be informed of their orientation time once they have been enrolled in the course.

During orientation, students should expect the following to take place:

- Information about studying and living in Australia, and the expectations of students at ACE.
- A guided tour of ACE's Head Office and their relevant campus
- Completing all relevant student forms and an Agent survey (if applicable)
- Information about ACE's policies and procedures.
- Finalise any outstanding fees
- Photo taken and collection of their student identification card
- Information on course training plan and collection of timetable
- Opportunities for the student to apply for their USI
- Students to receive a copy of their learning resources, materials and uniform / protective clothing (if applicable)

Academic Progress

Students are required to maintain satisfactory academic progress as a condition of their visa. This progress is monitored by ACE on a monthly basis. Courses under twelve months duration may be monitored more frequently. Support and guidance will be given where progress is not being achieved or where a student is unable to maintain competency in at least 50% of the total number of units assessed during a study period.

For more information, please see ACE's website for the *Monitoring Course Progress Policy and Procedure*, via www.ace.vic.edu.au.

Attendance at practical classes and in-class assessments.

Due to the practical nature of many of ACE's qualifications (particularly courses in Automotive and Cookery streams) and the fact that assessment is often held in class, **ACE students are expected to attend all practical classes**. Failure to attend classes will result in missed assessments which will impact the student's ability to maintain an adequate level of course progress.

For more information, please see ACE's website for the *Monitoring Course Progress Policy and Procedure*, via www.ace.vic.edu.au.

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Academic integrity and misconduct

ACE take issues of academic integrity very seriously. ACE have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected or cancelled altogether.

For more information, please review our *Student Code of Conduct Policy* available online at www.ace.vic.edu.au.

Complaints and Appeals

Students have access to ACE's Complaints and Appeals process. This process allows for the fair and equitable consideration and determination of any grievances or complaints against ACE in respect of the student assessment process, academic or attendance records and any other concern the student may have. All parties can have a clear understanding of the end to end process, steps involved with timeframes and representation offered as detailed in the RTO Complaints and Appeals Policy and Procedure.

For more information, please see ACE's website for the *Complaints and Appeals Policy and Procedure*, via www.ace.vic.edu.au.

Deferring, Suspending and Cancelling an Enrolment

Standard 9 of the National Code 2018 allows students to defer commencement of studies, take a leave of absence or temporarily suspend their studies. This must be completed through a formal agreement with ACE. As these absences may affect the student's visa the student must be accordingly advised. Similarly, ACE can seek to cancel or suspend a student's enrolment in limited circumstances.

For more information, please see ACE's website for *Deferment, Suspension and Cancellation of Enrolment Policy and Procedure*, via www.ace.vic.edu.au.

Overseas Student Transfers to another Provider

Under the ESOS National Code Standard 7, students must meet certain conditions before they can enrol with another education provider if they are unhappy with the course they are doing.

The National Code indicates that a student must have a letter of release from their education provider before they can enrol with a new provider if they have not completed 6 months of their principal course (the main course of study they are undertaking). If a student wishes to transfer before they have completed six months of their principal course, they need their provider's permission.

ACE has a documented policy and procedure about transferring between registered providers. Students are encouraged to read and ensure they understand this policy, and what their written agreement says is required of a student, before making a decision to enrol with ACE.

For more information, please see ACE's website for *Transfer to another Provider Policy and Procedure*, via www.ace.vic.edu.au.

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Completion within the Expected Duration

ACE monitors the workload of students to ensure they complete the course within the duration specified on their CoE. ACE only enables students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

For more information, please see ACE's website for *Monitoring Course Progress Policy and Procedure*, via www.ace.vic.edu.au.

Critical Incidents

ACE has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

For more information, please see ACE's website for *Critical Incident Policy and Procedure*, via www.ace.vic.edu.au.

Access and Equity

ACE is committed, through the principle of inclusiveness, to increasing and enhancing educational opportunities and participation for all students irrespective of whether they have a disability. ACE's Access and Equity Policy outlines:

- The processes for disclosure of disability – both at the time of enrolment/employment and during the course of study/employment.
- The processes for making reasonable adjustment – be this in terms of teaching techniques or in terms of assessment practices.
- Facilities, administrative and marketing issues as the impact on the participation of students with a disability.

For more information, please see ACE's website for *Access and Equity Policy and Procedure*, via www.ace.vic.edu.au.

Refunds

ACE has a Refund Policy which outlines the refund of course money paid by a student to ACE due to the following circumstances: Provider Default and Student Default. Please note that enrolment fees paid are non-refundable.

For more information, please see ACE's website for *Refund Policy and Procedure*, via www.ace.vic.edu.au.

Protecting your tuition fees

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students can either:

- complete their studies in another course or with another education institution; or
- receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid

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tuition fees. If your education institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

Visit the [TPS website](#) for more information. If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

Fees and Charges

It is the student's **responsibility** to carefully review the fees and charges, including the terms / conditions and associated processes so as not to incur unnecessary fees.

For more information, please refer to the *Fees and Charges Policy*, available online via www.ace.vic.edu.au.

Pre-Enrolment Information

All prospective learners prior to enrolment will be assessed to determine the competency(s) that they may have acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package.

This assessment will help ACE determine the amount of training it will provide to each learner with regard to their existing skills, knowledge and the experience of the learner

Learner Cohorts with Formal learning

Where an Assessment determines the learner has formal learning through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree), ACE will grant credit for the unit of competency completed at another RTO. ACE will authenticate the information in the document provided by contacting the organisation that issued the document and confirming the content is valid. This course credit may reduce the length of a student's course there by recognising the equivalence of studies previously undertaken and completed successfully.

Learner Cohorts with Non- Formal or Informal learning

Where an Assessment determines the learner has non-formal learning or informal learning through a structured program of instruction or through experience of work-related, social, family, hobby or leisure activities that did not lead to the attainment of an AQF qualification or statement of attainment; ACE will offer the learner Recognition of Prior Learning (RPL). Where any RPL is granted this will reduce the length of a student's course.

Learner Cohorts with No Prior learning

Where a learner has no prior learning ACE will give them the opportunity to fully absorb the required knowledge, and to develop skills over time in the different contexts they would experience in the workplace. This will require a longer timeframe than for those learners with formal learning or significant industry experience.

General Course Entry Requirements

Students enrolling in any course with ACE must meet the minimum entry requirements including:

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1. **Minimum Age** - Applicants must be 18 years of age at the commencement of their course (refer to the *Student Engagement Prior to Enrolment* and *Marketing* policies and procedures).
2. **English Proficiency** - International students are required to possess an IELTS 5.5 (or equivalent*) in order to be accepted into this program. Applicants who do not possess the required IELTS score or equivalent are advised to enrol in an ELICOS program with another approved RTO/provider to facilitate achieving the English language entry requirements. An applicant must satisfactorily complete the EAL course / English language course or satisfactory completion of 10 weeks ELICOS from a National ELT Accreditation Scheme (NEAS) Accredited English Institution with an IELTS score of 5.0

Exemptions apply, including:

- Equivalent qualifications [Certificate III EAL (Access), Certificate IV EAL (Access), Certificate III EAL (Further Study), Certificate IV EAL (Further Study), Certificate III EAL (Professional), Certificate IV EAL (Professional/Employment)] demonstrating English proficiency.
- The student was educated for 5 years in an English speaking country.
- The student has completed a Certificate IV level course in an Australian Registered Training Organisation (RTO).
- The student has successfully completed a foundation course in Australia.

NB: Tests results/ certificates and other evidence demonstrating English proficiency older than two years are not accepted unless they have completed two years of study in Australia. When assessing overseas qualification against AQF requirements refer to the equivalencies table for each country (refer to *Appendix A in the Student Engagement Prior to Enrolment* policy and procedure). Where there is insufficient or unclear information with regards to IELTS level or its equivalent the application is forwarded to the CEO for assessment.

International Students from Assessment Level 1 and 2 countries will be exempt from this requirement; however they will be required to demonstrate English level proficiency as indicated below:

- Successful completion of ACE's Language, Literacy and Numeracy test.
- Successful completion of a foundation courses at an RTO in Australia.
- The student has completed a Certificate IV level course in an Australian Registered Training Organisation (RTO).

(For further information on assessment levels refer to: <https://www.homeaffairs.gov.au/trav/stud>)

***Equivalent English Proficiency Tests accepted include:** Test of English as a Foreign Language Internet-Based Test (TOEFL IBT) – Certificate TOEFL IBT score of 46 or above for direct entry into a course; or 35 with an ELICOS course to be taken before your main course.

- Pearson Test of English (PTE) Academic Certificate – PTE Academic score of 42 or above for direct entry into a course; or 36 with an ELICOS course to be taken before your main course.
- Cambridge English: Advanced (CAE) Certificate – CAE test score of 47 or above for direct entry into a course; or 41 with an ELICOS course to be taken before your main course.
- Occupational English Test (OET) Certificate OET score of 'pass'.
- TOEFL Paper-Based Test (PBT) Certificate (This test is only acceptable if taken in one of the following countries where IELTS is not available: Belarus, Ecuador, El Salvador, Guatemala, Honduras, Kyrgyzstan,

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Mali, Moldova, Solomon Islands, Suriname, Tajikistan, Tanzania, Uganda and Uzbekistan.) - TOEFL PBT test score of 527 or above for direct entry into a course; or 500 with an ELICOS course to be taken before your main course.

3. **Academic Requirements** – Students must have satisfactorily completed a minimum of year 12 or equivalent; OR completed studies equivalent to an Australian Year 12 qualification from an English language speaking country.
4. **Student Visa** – Students must satisfy DHA's requirements for a student visa.

Please also refer to each individual qualification below for entry requirements specific to the qualification.

COURSE DETAILS

HOSPITALITY COURSES

Certificate III in Commercial Cookery (SIT30821)

CRICOS Course Code: 109825J

Qualification Description

This qualification reflects the role of cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

Completion of this qualification contributes to recognition as a trade cook.

This qualification provides a pathway to work as a cook in organisations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops.

Course Duration and Location

52 weeks Full-time study (including 6 weeks break/public holidays)

Delivery Hours = 920 (20 hrs p/week)

Work-Based Training (WBT) Hours = 144

Self-Study Hours = 136

Total Hours: 1200

Delivery Location: Donald Street Campus

Work-Based Training Location: Aurora Receptions

Course Entry and Visa Requirements

There are no specific entry requirements for this qualification. However, students must meet the following minimum entry requirements:

- Minimum Age - Applicants must be 18 years of age at the commencement of their course (refer to the Student Engagement Prior to Enrolment and Marketing policies and procedures www.ace.vic.edu.au).
- English Proficiency - International students are required to possess an IELTS 5.5 (or equivalent test score)
- Academic Requirements – Students must have satisfactorily completed a minimum of year 12 or equivalent
- Student Visa – Students must satisfy DHA (Department of Home Affairs) requirements for a student visa. <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

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Mode of Delivery

This program is delivered in a classroom-based environment with access to a simulated commercial kitchen for practical components of the course. In addition students will also be required to undertake a practical placement in a workplace environment under supervision to ensure the student can perform the work as expressed in each unit of competency. Each unit is delivered and assessed as a standalone unit in a combination of face-to-face theory and demonstration sessions. This program also contains a self-study component to be completed by the student (as supported by the trainer) to consolidate their learning. Self-study hours for each unit are indicated in the table below.

Work Based Training

Work-Based Training (WBT) for the Holistic unit **SITHCC043 Work Effectively as a Cook** must be undertaken in order to achieve the Certificate III in Commercial Cookery. ACE will organise WBT for students at no additional cost.

ACE has an agreement with a third party, Aurora Receptions "Aurora", as our host WBT employer. A total of 144 hours (48 Service Periods) will be completed in Work Based Training (WBT)

Assessment Methods:

The following assessment methods will be used: Practical Demonstrations, Written Assessments and Logbook.

Educational Pathways

After achieving SIT30821 Certificate III in Commercial Cookery, individuals could progress to SIT40521 Certificate IV in Kitchen Management.

Outcomes:

Upon successful completion of this course, students will receive a SIT30821 Certificate III in Commercial Cookery.

Training Package Rules

To attain SIT30821 Certificate III in Commercial Cookery, 25 units must be completed by the student: 20 core units and 5 elective units.

Course Outline

The units offered by ACE are listed in the table below.

A symbol next to the unit name indicates that there are pre-requisite requirements.

Unit Code	Unit name	Delivery Hours	WBT Hours	Self-Study Hours
Core Units				
SITXFSA005	Use hygienic practices for food safety	16	0	0
SITXWHS005	Participate in safe work practices	16	0	0
SITXFSA006	Participate in safe food handling practices	40	0	0
SITHKOP009	Clean kitchen premises and equipment*	16	0	0
SITHCC023	Use food preparation equipment*	28	0	10
SITHCC027	Prepare dishes using basic methods of cookery*	48	0	10
SITHCC028	Prepare appetisers and salads*	28	0	10
SITHCC029	Prepare stocks, sauces and soups*	36	0	10

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SITHCCC030	Prepare vegetable, fruit, egg and farinaceous dishes*†	52	0	10
SITHCCC031	Prepare vegetarian and vegan dishes*†	40	0	10
SITHCCC035	Prepare poultry dishes*†	40	0	10
SITHCCC036	Prepare meat dishes*†	60	0	10
SITHCCC037	Prepare seafood dishes*†	40	0	10
SITHCCC041	Produce cakes, pastries and breads*	60	0	10
SITHCCC042	Prepare food to meet special dietary requirements*†	80	0	10
SITHPAT016	Produce desserts*	100	0	10
SITHKOP010	Plan and cost recipes	40	0	0
SITXINV006	Receive, store and maintain stock*	20	0	0
SITXHRM007	Coach others in job skills	20	0	0
SITHCCC043	Work effectively as a cook*†	16	144	0
Elective Units				
SITHCCC025	Prepare and present sandwiches*	16	0	5
SITHCCC040	Prepare and serve cheese*	20	0	5
SITXINV007	Purchase goods	32	0	0
SITHCCC038	Produce and serve food for buffets*†	28	0	6
SITXCCS014	Provide service to customers	28	0	0
Total Hours		920	144	136
Total Course Hours		1200		

Prerequisite units:

* *SITXFSA005 Use hygienic practices for food safety*

† *SITHCCC027 Prepare dishes using basic methods of cookery*

Course Fees*	
Enrolment Fee	AUD \$200 (Non-Refundable)
Textbooks/Materials Fee <i>Resources (\$800)</i> <i>Knife Kit, Uniform and Safety Shoes (\$350)</i>	AUD \$1,150
Tuition Fee	AUD \$8,650
Total Course Fee	AUD \$10,000

*Please note that ACE may change these fees at any time throughout the year.



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Certificate IV in Kitchen Management (SIT40521)

CRICOS Course Code: 109705F

Qualification Description

This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.

This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.

Course Duration and Location

81 weeks Full-Time study (including 12 weeks break/public holidays)

Delivery Hours = 1372 (20 hrs p/week)

Work-Based Training (WBT) Hours = 144

Total Hours = 1516

Delivery Location: Donald Street Campus

WBT Location: Aurora Receptions

Course Entry and Visa Requirements

There are no specific entry requirements for this qualification. However, students are required to meet the following minimum entry requirements:

- Minimum Age - Applicants must be 18 years of age at the commencement of their course (refer to the Student Engagement Prior to Enrolment and Marketing policies and procedures www.ace.vic.edu.au).
- English Proficiency - International students are required to possess an IELTS 5.5 (or equivalent test score)
- Academic Requirements – Students must have satisfactorily completed a minimum of year 12 or equivalent
- Student Visa – Students must satisfy DHA (Department of Home Affairs) requirements for a student visa. <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Mode of Delivery

This program is delivered in a classroom-based environment with access to a kitchen for practical components of the course. In addition, students will also be required to undertake a practical placement in a workplace environment under supervision to ensure the student can perform the work as expressed in each unit of competency. Each unit is delivered and assessed as a standalone unit in a combination of face-to-face theory and demonstration sessions.

Work Based Training

Work-Based Training (WBT) for the Holistic units **SITHCCC043 Work Effectively as a Cook** must be undertaken to achieve the Certificate IV in Commercial Cookery. ACE will organise WBT for students at no additional cost.

ACE has an agreement with a third party, Aurora Receptions “Aurora”, as our host WBT employer. A total of 144 hours (48 Service Periods) will be completed in Work Based Training (WBT)

Assessment Methods:

The following assessment methods will be used: Practical Demonstrations, Written Assessments and Logbook.

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Educational Pathways

After achieving SIT40521 Certificate IV in Kitchen Management, individuals could progress to SIT50422 Diploma of Hospitality Management or Diploma Qualification in any service field.

Outcomes

Upon successful completion of this course, students will receive a SIT40521 Certificate IV in Kitchen Management.

Training Package Rules

To attain SIT40521 Certificate IV in Kitchen Management, 33 units must be completed by the student: 27 core units and 6 elective units.

COURSE OUTLINE

The units offered by ACE are listed in the table below.

A symbol next to the unit name indicates that there are pre-requisite requirements.

Unit Code	Unit name	Delivery Hours	WBT Hours
Core Units			
SITXFSA005	Use hygienic practices for food safety	16	0
SITXFSA006	Participate in safe food handling practices	40	0
SITHCCC023	Use food preparation equipment*	28	0
SITHCCC027	Prepare dishes using basic methods of cookery*	48	0
SITHCCC028	Prepare appetisers and salads*	28	0
SITHCCC029	Prepare stocks, sauces and soups*	36	0
SITHCCC030	Prepare vegetable, fruit, egg and farinaceous dishes*†	52	0
SITHCCC035	Prepare poultry dishes*†	40	0
SITHCCC036	Prepare meat dishes*†	60	0
SITHCCC037	Prepare seafood dishes*†	40	0
SITHCCC042	Prepare food to meet special dietary requirements*†	80	0
SITHCCC041	Produce cakes, pastries and breads*	60	0
SITHPAT016	Produce desserts*	100	0
SITHCCC031	Prepare vegetarian and vegan dishes*†	40	0
SITHKOP010	Plan and cost recipes	40	0
SITXINV006	Receive, store and maintain stock*	20	0
SITHKOP015	Design and cost menus #	40	0
SITXCOM010	Manage conflict	20	0
SITXWHS007	Implement and monitor work health and safety practices	40	0
SITXFSA008	Develop and implement a food safety program*^	60	0
SITHKOP012	Develop recipes for special dietary requirements*†# °	40	0
SITXHRM008	Roster staff	40	0
SITXHRM009	Lead and manage people	60	0
SITXMGT004	Monitor work operations	20	0
SITXFIN009	Manage finances within a budget	40	0
SITHCCC043	Work effectively as a cook*†	16	144
SITHKOP013	Plan cooking operations*	100	0

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Elective Hours			
SITHCCC026	Package prepared foodstuffs*	20	0
SITXCCS015	Enhance customer service experiences	40	0
SITXCCS014	Provide service to customers	28	0
SITHCCC040	Prepare and serve cheese*	20	0
SITXINV007	Purchase goods	32	0
SITHCCC038	Produce and serve food for buffets*†	28	0
Total Hours		1372	144
Total Course Hours		1516	

Prerequisite units:

* SITXFSA005 Use hygienic practices for food safety

† SITHCCC027 Prepare dishes using basic methods of cookery

SITHKOP010 Plan and cost recipes

° SITHCCC042 Prepare food to meet special dietary requirements

^ SITXFSA006 Participate in safe food handling practices

Course Fees*	
Enrolment Fee	AUD \$200 (Non-Refundable)
Textbooks/Materials Fee	
Resources (\$1,100) Knife Kit, Uniform and Safety Shoes (\$350)	AUD \$1,450
Tuition Fee	AUD \$13,350
Total Course Fee	AUD \$15,000

*Please note that ACE may change these fees at any time throughout the year.



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Diploma of Hospitality Management (SIT50422)

CRICOS Course Code: 112572K

Course Description

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

Course Duration and Location

74 weeks Full time study (including 13 weeks break/public holidays)

Delivery Hours = 1212 (20 hours per week)

Delivery Location: Donald Street Campus

Course Entry and Visa Requirements:

There are no specific entry requirements for this qualification. However, students are required to meet the following minimum entry requirements:

- Minimum Age - Applicants must be 18 years of age at the commencement of their course (refer to the Student Engagement Prior to Enrolment and Marketing policies and procedures www.ace.vic.edu.au).
- English Proficiency - International students are required to possess an IELTS 5.5 (or equivalent test score)
- Academic Requirements – Students must have satisfactorily completed a minimum of year 12 or equivalent
- Student Visa – Students must satisfy DHA (Department of Home Affairs) requirements for a student visa. <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Mode of Delivery

This program is delivered in a classroom based environment with access to a kitchen for practical components of the course. Each unit is delivered and assessed as a standalone unit in a combination of face-to-face theory and demonstration sessions.

Assessment Methods

The following assessment methods but not limited will be used: Practical Demonstrations and Written Assessments.

Educational Pathways

After achieving SIT50422 Diploma of Hospitality Management, individuals could progress to SIT60322 Advanced Diploma of Hospitality Management or an Advanced Diploma qualification in any other service field.

Outcomes

Upon successful completion of this course, students will receive a SIT50422 Diploma of Hospitality Management.

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Training Package Rules

To attain SIT50422 Diploma of Hospitality Management, 28 units must be completed by the student: 11 core units and 17 elective units.

Course Outline

The units offered by ACE are listed in the table below.

A symbol next to the unit name indicates that there are pre-requisite requirements.

Unit Code	Unit name	Delivery Hours
Core units		
SITXCCS016	Develop and manage quality customer service practices	40
SITXFIN010	Prepare and monitor budgets	40
SITXGLC002	Identify and manage legal risks and comply with law	80
SITXMGTO05	Establish and conduct business relationships	60
SITXCCS015	Enhance customer service experiences	40
SITXCOM010	Manage conflict	20
SITXFIN009	Manage finances within a budget	40
SITXHRM008	Roster staff	40
SITXHRM009	Lead and manage people	60
SITXMGTO14	Monitor work operations	20
SITXWHS007	Implement and monitor work health and safety practices	40
Elective units		
SITHCCC026	Package prepared foodstuffs*	20
SITXFSA008	Develop and implement a food safety program*^	60
SITHKOP013	Plan cooking operations*	100
SITHCCC031	Prepare vegetarian and vegan dishes*†	40
SITXFSA005	Use hygienic practices for food safety	16
SITXFSA006	Participate in safe food handling practices	40
SITHCCC023	Use food preparation equipment*	28
SITHCCC027	Prepare dishes using basic methods of cookery*	48
SITHCCC028	Prepare appetisers and salads*	28
SITHCCC029	Prepare stocks, sauces and soups*	36
SITHCCC035	Prepare poultry dishes*†	40
SITHCCC037	Prepare seafood dishes*†	40
SITHCCC036	Prepare meat dishes *†	60
SITHCCC030	Prepare vegetables, fruit, eggs and farinaceous dishes*†	52
SITHCCC042	Prepare food to meet special dietary requirements*†	80
SITHCCC025	Prepare and present sandwiches*	16
SITHCCC038	Produce and serve food for buffets*†	28
Total Hours		1212

Prerequisite units:

* SITXFSA005 Use hygienic practices for food safety

† SITHCCC027 Prepare dishes using basic methods of cookery

^ SITXFSA006 Participate in safe food handling practices

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Course Fees*	
Enrolment Fee	AUD \$200 (Non-Refundable)
Textbooks/Materials Fee <i>Resources (\$1,100)</i> <i>Knife Kit Uniform and safety</i> <i>Shoes (\$350)</i>	AUD \$1,450
Tuition Fee	AUD \$18,350
Total Course Fee	AUD \$20,000

*Please note that ACE may change these fees at any time throughout the year.



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AUTOMOTIVE COURSES

Certificate III in Light Vehicle Mechanical Technology (AUR30620)

CRICOS Course Code: 103630B

Course Description

This qualification reflects the role of individuals who perform a broad range of tasks on a variety of light vehicles in the automotive retail, service and repair industry.

Course Duration and Location

52 weeks Full-Time (including 5 weeks break/public holidays)

Delivery Hours = 948

Self-study Hours = 258

Total Hours = 1206

Delivery Location: Victoria Street Campus

Course Entry and Visa Requirements

There are no specific entry requirements for this qualification. However, students must meet the following minimum entry requirements:

- Minimum Age - Applicants must be 18 years of age at the commencement of their course (refer to the Student Engagement Prior to Enrolment and Marketing policies and procedures www.ace.vic.edu.au).
- English Proficiency - International students are required to possess an IELTS 5.5 (or equivalent test score)
- Academic Requirements – Students must have satisfactorily completed a minimum of year 12 or equivalent
- Student Visa – Students must satisfy DHA (Department of Home Affairs) requirements for a student visa. <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Mode of Delivery

This program is delivered in a classroom-based environment with access to an automotive workshop for practical components of the course. As a requirement of this course students will also have access to all the required equipment and facilities of the automotive workshop. Each unit is delivered using a combination of face-to-face theory and demonstration sessions in the classroom and supported by practical group development and individual activities within the automotive workshop environment. Each unit is delivered and assessed as a standalone unit. This program also contains a self-study component to be completed by the student (as supported by the trainer / assessor) to consolidate their learning. Self-study hours for each unit are indicated below.

Assessment methods

The following assessment methods will be used: Practical Demonstrations and Written Assessments.

Educational Pathways

After achieving this qualification, individuals can progress to AUR40216 Certificate IV in Automotive Mechanical Diagnosis, or other relevant qualifications.

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Outcomes

Upon successful completion of this course, students will receive a AUR30620 Certificate III in Light Vehicle Mechanical Technology.

Training Package Rules

To attain AUR30620 Certificate III in Light Vehicle Mechanical Technology, 36 units must be completed by the student: 20 core units and 16 elective units.

Note: There are no pre-requisite units for this qualification.

Units of Competency - AUR30620 Certificate III in Light Vehicle Mechanical Technology

Unit Code	Unit Name	Delivery Hours	Self-Study Hours
Core Units			
AURASA102	Follow safe working practices in an automotive workplace	20	6
AURAEA002	Follow environmental and sustainability best practice in the automotive workplace	20	6
AURTTK102	Use and maintain tools and equipment in an automotive workplace	20	6
AURETR125	Test, charge and replace batteries and jump start vehicles	16	6
AURETR112	Test and repair basic electrical circuits	40	10
AURETR129	Diagnose and Repair charging systems	24	8
AURETR130	Diagnose and Repair starting systems	24	6
AURTTA104	Carry out servicing operations	20	6
AURTTE104	Inspect and service engines	20	6
AURTTF101	Inspect and Service petrol fuel systems	24	8
AURLTD104	Diagnose and repair light vehicle steering systems	28	8
AURLTD105	Diagnose and repair light vehicle suspension systems	28	8
AURTTB101	Inspect and Service braking systems	20	6
AURLTB103	Diagnose and Repair light vehicle hydraulic braking systems	40	10
AURLTE102	Diagnose and repair light vehicle engines	56	10
AURTTC103	Diagnose and repair cooling systems	20	6
AURETR131	Diagnose and Repair ignition systems	24	6
AURETR123	Diagnose and repair spark ignition engine management systems	56	10
AURLTZ101	Diagnose and repair light vehicle emission control systems	20	6
AURTTA118	Develop and Carry out diagnostic test strategies	20	6
Elective Units			
AURTTK001	Use and maintain measuring equipment in an automotive workplace	16	6
AURETR128	Diagnose and repair instruments and warning systems	40	10
AURTTZ102	Diagnose and Repair exhaust systems	16	6
AURETR011	Install basic ancillary electrical systems and components	40	8
AURTTJ011	Balance wheels and tyres	16	6



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AURLTJ113	Remove ,Inspect and refit light vehicle wheel and tyre assemblies	20	6
AURLTE001	Remove and install light vehicle engine assemblies	28	8
AURTTF105	Diagnose and repair engine forced- induction systems	16	6
AURLTF102	Diagnose and repair light vehicle Diesel fuel injection systems	48	10
AURLTQ101	Diagnose and repair light vehicle final drive assemblies	20	6
AURTTQ002	Remove and refit driveline components	16	6
AURLTQ112	Diagnose and repair light vehicle drive shafts	20	6
AURLTX102	Diagnose and repair light vehicle automatic transmissions	48	10
AURLTX103	Diagnose and repair light vehicle clutch systems	28	8
AURTTA017	Carry out vehicle safety inspections	16	6
AURAF103	Communicate effectively in an automotive workplace	20	6
Total Hours		948	258
Total Course Hours		1206	

Course Fees*	
Enrolment Fee (one-off fee)	AUD \$200 (Non-Refundable)
Non-Tuition Fees <i>Textbooks & Resources (\$750)</i> <i>Safety Shoes (\$160)</i> <i>Uniform (\$85)</i> <i>PPE Safety Glasses (\$5)</i>	AUD \$1,000.00
Tuition Fee	AUD \$9,300.00
Total Course Fee	AUD \$10,500.00

*Please note that ACE may change these fees at any time throughout the year.

NB: Australian Careers Education is not associated with the Automotive Centre of Excellence

Certificate IV in Automotive Mechanical Diagnosis (AUR40216)

CRICOS Course Code: 099894E

Course Description

This qualification reflects the role of individuals who perform advanced diagnostic tasks in the automotive retail, service and repair industry.

Course Duration and Location

26 weeks of Full-Time study (Including 3 weeks break/Public Holidays)

Delivey Hours = 448 (20 hours per week)

Delivery Location: Victoria Street Campus

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Course Entry and Visa Requirements

Those undertaking the Certificate IV in Automotive Mechanical Diagnosis must have completed an automotive mechanical Certificate III qualification, or be able to demonstrate equivalent competency.

Students must also meet the following minimum entry requirements:

- Minimum Age - Applicants must be 18 years of age at the commencement of their course (refer to the Student Engagement Prior to Enrolment and Marketing policies and procedures www.ace.vic.edu.au).
- English Proficiency - International students are required to possess an IELTS 5.5 (or equivalent test score)
- Academic Requirements – Students must have satisfactorily completed a minimum of year 12 or equivalent
- Student Visa – Students must satisfy DHA (Department of Home Affairs) requirements for a student visa. <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Mode of Delivery

This program is delivered in a classroom-based environment with access to an automotive workshop for practical components of the course. As a requirement of this course students will also have access to all the required equipment and facilities of the automotive workshop. Each unit is delivered in a combination of face-to-face theory and demonstration sessions in the classroom and supported by practical group development and individual activities within the automotive workshop environment. Each unit is delivered and assessed as a standalone unit.

Assessment methods

The following assessment methods will be used: Practical Demonstrations and Written Assessments.

Educational Pathways

After achieving this qualification, individuals could progress to AUR50216 Diploma of Automotive Technology, or other relevant qualifications.

Outcomes

Upon successful completion of this course, students will receive a AUR40216 – Certificate IV in Automotive Mechanical Diagnosis.

Training Package Rules

To attain AUR40216 Certificate IV in Automotive Mechanical Diagnosis, 10 units must be completed by the student: 1 core unit and 9 elective units.

Units of Competency:

Unit Code	Unit Name	Delivery Hours
Core units		
AURTTA021	Diagnose complex system faults	72
Elective units		
AURETR037	Diagnose complex faults in light vehicle safety systems	44
AURLTB104	Diagnose complex faults in light vehicle braking systems	44
AURLTD109	Diagnose complex faults in light vehicle steering and suspension systems	44

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AURLTE104	Diagnose complex faults in light vehicle petrol engines	44
AURLTE105	Diagnose complex faults in light vehicle diesel engines	44
AURLTX104	Diagnose complex faults in light vehicle automatic transmission and driveline systems	44
AURTTA125	Diagnose complex faults in vehicle integrated stability control systems	44
AURTR101	Diagnose complex faults in engine management systems	44
AURTF101	Inspect and service petrol fuel systems	24
	Total Hours	448

Course Fees*	
Enrolment Fee (one-off fee)	AUD \$200 (Non-Refundable)
Non-Tuition Fees <i>Textbooks & Resources (\$500)</i> <i>Safety Shoes (\$160)</i> <i>Uniform (\$85)</i> <i>PPE Safety Glasses (\$5)</i>	AUD \$750
Tuition Fee	AUD \$5,000
Total Course Fee	AUD \$5,950

Diploma of Automotive Technology (AUR50216)

CRICOS Course Code: 099895D

Course Description

This qualification reflects the role of individuals who diagnose, analyse, evaluate, design and modify vehicle systems in the automotive retail, service and repair industry.

Course Duration and Location

36 Weeks of Full-Time study (Including 4 weeks break)

Delivery Hours = 640 (20 hours per week)

Delivery Location: Victoria Street Campus

Course Entry and Visa Requirements

Those undertaking the Diploma of Automotive Technology must have completed an automotive Certificate IV qualification in one of the following disciplines, or be able to demonstrate equivalent competency:

- AUR40216 Certificate IV in Automotive Mechanical Diagnosis
- AUR40816 Certificate IV in Automotive Mechanical Overhauling

Students must also meet the following minimum entry requirements:

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- Minimum Age - Applicants must be 18 years of age at the commencement of their course (refer to the Student Engagement Prior to Enrolment and Marketing policies and procedures www.ace.vic.edu.au).
- English Proficiency - International students are required to possess an IELTS 5.5 (or equivalent test score)
- Academic Requirements – Students must have satisfactorily completed a minimum of year 12 or equivalent
- Student Visa – Students must satisfy DHA (Department of Home Affairs) requirements for a student visa. <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Mode of Delivery

This program is delivered in a classroom based environment with access to an automotive workshop for practical components of the course. As a requirement of this course students will also have access to all the required equipment and facilities of the automotive workshop. Each unit is delivered in a combination of face-to-face theory and demonstration sessions in the classroom and supported by practical group development and individual activities within the automotive workshop environment. Each unit is delivered and assessed as a standalone unit.

Assessment methods

The following assessment methods will be used (but not limited to) during this qualification: Practical Demonstrations and Written Assessments.

Outcomes

Upon successful completion of this course, students will receive a AUR50216 Diploma of Automotive Technology.

Training Package Rules

To attain AUR50216 Diploma of Automotive Technology, 12 units must be completed by the student: 1 core unit and 11 elective units.

Units of Competency:

Unit Code	Unit Name	Delivery Hours
Core units		
AURFA007	Develop and document specifications and procedures	40
Elective units		
AURFA006	Conduct research and present technical reports	40
AURETR034	Develop and apply electrical system modifications	60
AURLTB002	Analyse and evaluate faults in light vehicle braking systems	60
AURLTE003	Analyse and evaluate faults in light vehicle engine and fuel systems	52
AURETB002	Analyse and evaluate electrical and electronic faults in dynamic control management systems	52
AURETE001	Analyse and evaluate electrical and electronic faults in engine management systems	60
AURTTX008	Overhaul manual transmissions	44



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AURLTQ003	Analyse and evaluate faults in light vehicle transmission and driveline systems	60
AURRNA001	Estimate and quote automotive vehicle or machinery modifications.	40
AURLTD007	Analyse and evaluate faults in light vehicle steering and suspension systems	60
AURTTA021	Diagnose complex system faults	72
	Total Hours	640

Course Fees*	
Enrolment Fee (one-off fee)	AUD \$200.00 (Non Refundable)
Non-Tuition Fees	AUD \$750
<i>Textbooks</i>	<i>\$500.00</i>
<i>Safety Shoes</i>	<i>\$160.00</i>
<i>Uniform</i>	<i>\$85.00</i>
<i>PPE Safety Glasses</i>	<i>\$5.00</i>
Tuition Fee	AUD \$6,500
Total Course Fee	AUD \$7,450.00



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