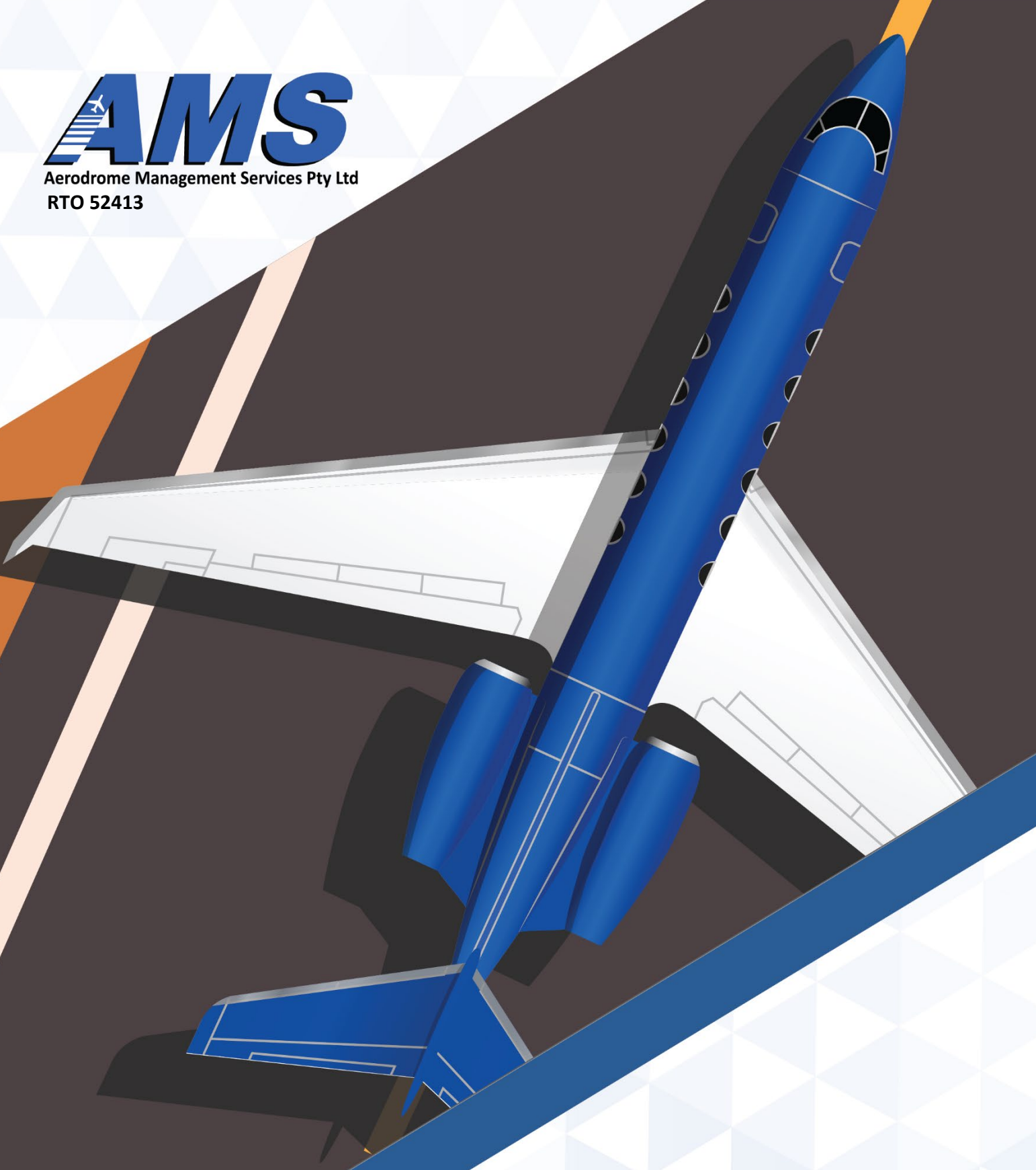


The logo for AMS (Aerodrome Management Services) features the letters 'AMS' in a bold, blue, sans-serif font. To the left of the 'A', there is a stylized graphic of a runway or taxiway with a small airplane icon at the top left.

Aerodrome Management Services Pty Ltd
RTO 52413



STUDENT HANDBOOK (V8)

Welcome to Aerodrome Management Services

We would like to take this opportunity to thank you for choosing Aerodrome Management Services (AMS) as your training provider. It is important that you take the time to read this handbook as it contains information about our company, our training, the relevant support services, as well as some of the policies that are applicable to all students as they embark on their learning journey with us.

We strive to provide students with as much transparent information as possible prior to enrolment, to ensure they can make an informed decision regarding their training on an individual basis. We also want to ensure there are no “surprises” once training has commenced.

As a Registered Training Organisation with ASQA, we have developed comprehensive internal policies, procedures and systems that guide our operations.

It is important to know that most policies included in this document are condensed summaries. Complete versions of these policies are available to students upon request.

You can contact the AMS Training Team during standard business hours, Monday to Friday.

Phone: (08) 9221 6777

Email: training@amsaustralia.com

You can also read more about our courses via our website:

Web: www.amsaustralia.com

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Training Services

AMS is a Registered Training Organisation (RTO 52413) and a leading training provider in the Aviation Industry. We take pride in the fact that all our courses and resources have been designed by our in-house subject matter experts, are reviewed annually for continuous improvement, and outcomes are validated in collaboration with our clients and industry stakeholders.

Our course design always focuses on bridging training gaps and aligning with the aviation industry's workplace demands, while simultaneously ensuring strict adherence to the regulatory standards of the Civil Aviation Safety Authority, National Training Packages, and VET Accredited Courses.

Our Courses

AMS offers two different types of courses - Nationally Recognised Training, and Non-Accredited (short) courses.

Nationally Recognised Training

We offer the following courses that are nationally recognised under the Australian Qualification Framework (AQF). The AQF includes specific standards for courses at different levels.

- AVISS00053 Aerodrome Reporting Officer Skill Set
- AVIF0035 Manage human factors in aviation operations
- AVIW0023 Implement wildlife hazard control measures

Non-Accredited Training

We also offer courses that have been designed to increase your knowledge. These courses are non-accredited, meaning they are not Nationally Recognised as they do not assess competency under the AQF. On completion of these courses, you will receive a Certificate of Participation or Licence*.

- Aerodrome Reporting Officer Refresher Course
- Aeronautical Radio Operator Course (AROC)*
- Aircraft Refuelling Course
- Uncertified Aerodrome Course
- Introduction to Wildlife Hazard Management Plans
- Introduction to PANS-Ops
- Introduction to the Accountable Manager Role
- Introduction to CASR 175
- Introduction to Obstacle Limitation Surfaces

Site Based Training Opportunities

AMS is familiar with travelling around Australia to deliver site-based training. Please contact the training team to discuss how we can assist you. We can then provide a quote based on the information received in relation to any specific requirements.

Training Locations

Perth – 130 Fauntleroy Avenue, Redcliffe

Many of our courses are delivered within our custom-built training room in Perth, located near Perth Airport. Our Perth venue offers state-of-the-art equipment as well as the necessary environment to provide students with a comfortable, quality learning experience. Other facilities include USB charging points within the breakout room, a kitchenette, and a nearby café with alfresco area. Free parking is available on-site for our course participants.

Darwin - 101/3-5 Garding Street, Darwin

Our Darwin venue offers state-of-the-art equipment as well as the necessary environment to provide students with a comfortable, quality learning experience. A small kitchenette is available on site. Paid parking is available nearby.

AMS Code of Conduct

As a Registered Training Organisation, AMS has an obligation to ensure the quality of the Nationally Recognised Training and Assessment services we provide for our students.

Aerodrome Management Services will:

- assist learners to determine the most appropriate training program and options, to meet their specific needs, prior to enrolment.
- provide learners with clear and accurate information about their course, training/assessment arrangements, and their progress.
- ensure all students are treated fairly and provided with a learning environment free from harassment or discrimination.
- ensure our trainers maintain currency in industry, and Vocational Education and Training.
- continually validate and update our training products and services to ensure they are of the best standard.
- provide learners with post-course support, including:
 - i Telephone support
 - ii Email support
 - iii Face-to-face coaching (fees may apply).
- discuss assessment requirements with an employer representative, to help them better understand any workplace support requirements (where applicable).
- process submissions promptly, within the 5-business day timeframe. Timeframes may vary depending on trainer workloads.
- issue statement of attainments promptly for units deemed competent (provided enrolment fees have been finalised).
- provide learners with access to their own student information if requested.
- respect learners' privacy. We will not forward any personal information to another person or Organisation without the learners written permission.
- provide clear information about any course fees, charges and our refund policy.
- seek and acknowledge student and client feedback to ensure we continuously improve.
- deal with complaints or appeals in a fair, timely and confidential manner.
- comply with all regulatory requirements relevant to the operation of the RTO.

Learner Code of Conduct

It is important to make the most of your learning journey, and it is **your responsibility to do this**.

To optimise your learning, you will be required to:

- before enrolment, talk to AMS Training about any factors that may affect your ability to successfully complete the course. This will help us to confirm your suitability or will guide us to make other course recommendations. It may also help us to work with you to make adjustments to improve your learning experience.
- review the information sent to you at enrolment. This relates specifically to your course (e.g., confirmation letter and course guide) and is provided to learners to ensure they are confident that this course meets their requirements.
- prepare for your course when this is a requirement – we will specify when this is applicable in your confirmation and reminder letters.
- behave in a courteous and respectful manner towards your trainer and classmates. Those that disrupt the learning of others due to objectionable, anti-social, and/or other counter-productive behaviors will be asked to leave the course.
- take responsibility for your own learning. This includes:
 - i having a positive attitude towards your learning,
 - ii attend the full duration of your course,
 - iii give your full attention and remove distractions – this could include turning your mobile phone to silent, turning off notifications if you're working on a laptop, etc.
 - iv be a willing participant and work with fellow students where there are group activities,
 - v ask questions,
 - vi undertake additional research (where applicable),
 - vii complete any homework activities assigned by your trainer,
 - viii take responsibility for the quality of evidence that you submit to your assessor,
 - ix monitor your progress, manage your assessment deadlines, and discuss any concerns with your trainer ahead of time,
 - x maintain a safe working environment for yourself and others.
- seek support from AMS or your employer, as appropriate. We are here to help.
- communicate with your employer to ensure you have enough support to complete course activities – this is for YOUR benefit.
- retain a copy of assessments you have submitted. AMS is not responsible for assessments that have been misplaced or lost by students.
- ensure any work submitted is **YOUR OWN** – plagiarism will not be tolerated.

Course Information

If you are looking for information about your course, we recommend referring back to the course guide that was included with your Confirmation Letter.

Please note that our information is updated from time to time, so may have been updated since your enrolment. The most current version of our course guides will be available on our website.

Dress & Hygiene Requirements

We aim to provide a safe and welcoming learning environment for everyone – learners and AMS trainers alike.

Neat dress is required in the classroom, shoes must be enclosed, and do not wear clothing with slogans that could offend others. You are welcome to wear your work uniform, but ‘smart-casual’ clothing is also acceptable in the classroom. Finally, as you may be working in close proximity to others, please consider your personal hygiene (clothing, hair, deodorant, etc.)

Site specific dress standards and PPE requirements may apply at particular locations, students will be advised if this is necessary in their course confirmation letter.

Your Trainers

If they are delivering a course for Aerodrome Management Services, they are employed directly by AMS - we do not use third parties to deliver any of our courses.

As trainers are required to regularly visit aerodromes across the country to complete relief assignments outside their training schedule, you can be assured that AMS trainers are current in industry knowledge and have a vast range of industry expertise.

AMS understands the importance of remaining current with industry knowledge and practices. To ensure this, the training team regularly conducts field assignments, workshops, and other professional development activities to continuously build their trainer skill set and keep their industry knowledge current.

AMS is committed to providing high quality training and assessment services to our students and ensuring clients have access to flexible learning options to accommodate the diverse and varied learning styles and needs of their teams.

Trainer/Assessor Code of Conduct

At the core of our Student Support network are our Trainers and Assessors. They are your primary contacts for all issues relating to your learning materials, assessments, and any questions you have relating to your course. They are qualified in the subject matter, possess in-depth and current industry knowledge/experience, and hold the qualifications to deliver the course for you.

AMS trainer/assessors will:

- engage in professional and ethical training and assessment practices.
- maintain a safe working environment for themselves and their students.
- provide students with a supportive learning environment.
- train and assess in accordance with the requirements of the VET Quality Framework.
- provide students with valuable feedback, advice and assistance where required.
- offer support options for students, where possible.
- provide students with written and/or verbal feedback on your assessments.

Access and Equity *(The full version of this policy is available on request)*

Our trainers are governed by the AMS *Access and Equity Policy* and the principles of equal opportunity.

We seek to eliminate all forms of discrimination. AMS promotes, encourages and values equity and diversity among its staff and students. AMS will ensure that the training services offered are provided in a fair and equitable manner that is free from bias.

We are committed to providing flexible learning and assessment options, allowing our students an alternative which recognises the diversity of their individual needs and circumstances aiding them in their learning goals.

Student Privacy (The full version of this policy is available on request)

AMS supports the privacy and confidentiality of all our students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age, and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not provide student information to any person or agency without the **written permission** of the student unless we are required to provide this information by law. Privacy Terms & Conditions are explicitly outlined during the enrolment process – “Student Privacy Notice”.

If you wish for a third party to have access to your records, please complete a *Privacy Disclosure Form* (available on our website) and email the completed form to training@amsaustralia.com

Authorised Contacts

For privacy reasons, we are unable to discuss your enrolment details or course progressions with anyone other than the student. However, students can authorise a third-party to act on your behalf in relation to your enrolment to have access to your information so that we can discuss it with them.

A *Privacy Disclosure Form* will need to be completed (it is available on our website under Training > Student Information) and emailed to training@amsaustralia.com for placement on the student file.

Replacement Certificates

AMS is happy to re-issue an electronic copy of your certificate upon request. Please email us if you require another copy (from your registered email address) or include your updated contact details in your email signature. We will need to confirm your identity before sending a replacement PDF.

Our Pre-Enrolment Policy

AMS will offer guidance and support to prospective students, ensuring that they receive comprehensive advice pertaining to the content, delivery methods, and assessment procedures of our courses whenever feasible.

Our aim is to empower individuals with the information they need to make informed decisions about their educational journey, thus enabling them to embark on a path to success with confidence and make an informed decision about course suitability prior to enrolment.

Marketing

Our marketing methods are ethical, transparent, and accurate. AMS marketing processes are intended to ensure prospective students are properly informed regarding our courses via our Course Guides.

All course information is publicly available on our website, and the training team are also available should prospective students have additional questions relating to the course they are considering.

Unique Student Identifier (USI)

Students enrolling into Nationally Recognised Training (NRT) with AMS will be required to provide their USI during the enrolment process. A Unique Student Identifier is a reference number that creates an online record of your training and qualifications attained in Australia.

It is important to note that we are unable to issue Nationally Recognised certification to students that have not provided a valid USI. For more information visit the USI website: <http://usi.gov.au/>.

Individuals who have a genuine personal objection to being assigned a USI will be able to apply for exemption by contacting the Student Identifiers Registrar on 1300 857 536 or via the USI website.

Student Selection and Information Policy

AMS ensures that our student selection process is fair, equitable and consistent with workplace performance, competency level and the training package requirements.

AMS will ensure that current and prospective students are provided with all relevant training and assessment information regarding the RTO, our training and assessment products and services **prior** to enrolment so that they may make an informed decision about undertaking training and assessment with AMS.

Confirmation of Enrolment

Please allow up to 48 hours (Monday - Friday) for us to review and process your enrolment. Once we have processed your enrolment you will receive a confirmation email including the following information (as a minimum):

- Course name,
- Date of course, including start and finish times,
- Location or address of your course,
- Trainer name,
- What is provided by us and what you need to bring to your course,
- Required forms of ID to bring to your course,
- Entry requirements/LLN requirements (where applicable),
- Dress code and/or PPE requirements,
- Catering information.

Where applicable, students will be sent reminder emails leading up to their course date regarding any pre-class preparation requirements, or any additional instructions relating to their upcoming course.

Change of Personal Details

It is the student's responsibility to advise us if any of their personal details change (address, email, phone number, etc.) during the term of their enrolment with AMS.

Language, Literacy, Numeracy and Digital Skills (LLND)

Many of our courses include activities that require basic digital, written, comprehension, and numerical skills. Where applicable, entry requirements for our courses will be found in Course Guides and are clearly outlined in all confirmation of enrolment correspondence.

If a student has concerns about meeting the minimum skill requirements for attending an AMS course, we strongly encourage them to reach out to our training department for guidance. In such cases, they are likely to receive recommendations for training options to complete before enrolling in one of our courses. While we provide ample information leading up to enrolment, it is ultimately the learner's responsibility to communicate any doubts regarding course suitability or the need for assistance.

Any discussions relating to LLND will be treated with discretion and are strictly confidential.

Education and Support Options

AMS has identified several support options for students that require additional support and assistance to undertake and complete their learning journey.

If AMS is unable to meet the specific needs of the student, training and assessment staff will liaise with the RTO & Training Lead to establish a connection with a provider of remedial assistance (where a connection does not already exist) or other selected support Organisation for external tuition and/or support (additional fees may be payable for this service, by the student).

Education and support services may include, but are not limited to:

- pre-enrolment information,
- mentoring, coaching and guidance on course content (additional costs may apply),
- additional time to complete assessments,
- written assessments modified to oral assessments, or learning materials in alternative formats,
- referral to external learning resource centers,
- flexible scheduling and delivery of training and assessment services,
- referral to external counselling services,
- guidance on fee support options that may be available,
- other services that AMS considers necessary to support learners achieve competency.

In most circumstances, your AMS trainer/assessors are the best support option throughout the duration of your learning journey. If you have any questions relating to your course, need guidance or support please don't hesitate to approach your trainer.

Course Fees and Charges

You will be required to settle your enrolment fee within 10 days from registration on your course. AMS has measures in place with ASQA to ensure private students fees are protected in line with the requirements of ASQA Standard 7.3 (Fee Protection).

Prior to accepting enrolment, AMS will provide students with a formalised quote that outlines all fees and associated costs for your chosen course.

Any credit card payments will incur an additional 1.5% processing fee, this will be reflected on your finalised invoice when you pay through our online portal.

Cooling Off Period

Students who cancel their enrolment within ten (10) business days from the date of enrolment are entitled to a full refund. This policy aligns with the Australian Consumer Law (2010) required statutory cooling off period for the sale of goods and services.

Cancellation Requests

All cancellations or transfer requests **must** be made in writing. This can be done by emailing training@amsaustralia.com using the subject line "Cancellation Request" or "Transfer Request". Over the phone requests or leaving a message with someone is not an acceptable form of notification.

Cancellation Timeframes

AMS has developed a fair and reasonable cancellation policy, taking into consideration the amount of work that goes into administrating student enrolments and providing support and resources to students from the

point of enrolment. AMS will take extenuating circumstances into account on a case-by-case basis, at the discretion of the Training Lead.

	Reason	Notification	Refund
A	Enrolment request is withdrawn (cancelled)	In writing , ten (10) or more business days prior to the classroom session.	Full Refund
B		In writing , nine (9) or less business days prior to the classroom session.	50% Refund or Credit
C	Transfer is required (to different course date)	Option A and B are still applicable to transfers. We allow 1 transfer without penalty. If the student cancels after transfer (if transferred under Option B for example) the fee at the point of original transfer would be payable. Students that provide more than ten (10) business days' notice will be transferred without penalty.	We require notice if you wish to transfer – see Option A and B.
D	Individual does not show up for the course.	No written notification received by AMS Training.	No Refund
E	Course is cancelled or postponed by AMS.	AMS will make every attempt to contact all enrolled individuals.	Full Refund

Refund Options

AMS has a fair and reasonable refund process. We will:

- implement and maintain a process for fair and reasonable refund of fees paid, and
- provide refunds for fees paid by individuals, where training and assessment activities have not been delivered, in alignment with our refund policy.

The full version of our Refund Policy is available on our website under 'Student Information'.

Processing Refunds

Due to merchant banking regulations, refunds can only be issued to the original card or account used to make payments. If more than one account or card has been used to make payments AMS may (at its discretion) process the refunds proportionate to the amount paid by each account or card. If the original card or account is no longer active, the student will be required to:

1. provide proof from the financial institution that the card or account is no longer active; and
2. provide new card or account details, including evidence that the account is in the student's name.
AMS is unable to process a refund to an account with a different name.

Refunds will be processed within 30 days of AMS approval, which will only occur after receipt of all required documentation from the student.

Assessment Policy

Competency based assessment is a system of collecting evidence, including that of a person's performance to a pre-set competency standard with emphasis placed on what a person can do (the outcome) rather than comparing a person's achievement to others.

Assessment requirements will vary between all our courses, but are clearly stated within our Course Guides, which are available:

- on the AMS website,
- attached to your course confirmation letter, and
- reiterated throughout your course.

Certification will only be provided to participants who successfully complete all assessment requirements for their course.

AMS ensures:

- all assessments shall be designed with the integrity of the VET system in mind,
- assessment practices comply with the Standards for RTO's,
- assessment practices follow competency-based assessment and training package requirements,
- tools provide students and assessors with clear information on the assessment processes and evidence guidelines,
- assessments are conducted in a fair and equitable manner,
- assessment complies with the Principles of Assessment (POA) as prescribed in the Standards for RTOS,
- evidence submitted for assessment is assessed in accordance with the Rules of Evidence (ROE) as prescribed in the Standard for RTOS, and
- all assessments are conducted by individuals who meet the necessary requirements as noted in the Standards for RTOs.

Assessment Process

Our Assessment Policy provides students with the guidelines we follow regarding the use of professional judgement to conduct assessment. AMS trainers will give students full instructions about assessment processes for each course (where applicable) prior to the assessment taking place.

The Assessor will examine the evidence that students provide and then make a judgment which will be either **Competent (C)** or **Not Yet Competent (NYC)**. If a student is deemed Not Yet Competent in their initial assessment, they will be allowed a second attempt. However, if they are deemed not yet competent in the second attempt, they will be required to undertake further training before attempting another assessment, additional fees may be applicable.

Students are strongly encouraged to speak with their assessor if they have concerns leading up to their assessment.

Principles of Assessment

All AMS assessments are conducted in accordance with the Principles of Assessment.

Fairness	<ul style="list-style-type: none"> Where appropriate, reasonable adjustments are considered and applied, depending on the student's needs. We inform our students about the assessment process and provide them with the opportunity to challenge results of assessment if necessary.
Flexibility	<ul style="list-style-type: none"> Our assessments are flexible and reflect the needs of the student. We take competencies held by the student into account, regardless of how or where they have been acquired, and We also draw from a range of assessment methods and use tools appropriate to the context, the unit of competency, and associated assessment requirements.
Validity	<p>Our assessment decisions are justified, based on the evidence of the performance of the individual student.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> Assessment against the applicable unit(s) of competency, and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance, Assessment of knowledge and skills is integrated with the practical application, Assessment to be based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations, and Judgement of competence is based on evidence of student performance that is aligned to the unit(s) of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

All AMS assessments are conducted in accordance with the Principles of Assessment.

Valid	The learner has the skills, knowledge and attributes as described in the unit of competency and associated assessment requirements.
Sufficient	The quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authentic	The evidence presented for assessment is the learner's own work.
Current	The assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Assessment Evidence

As a Registered Training Organisation, AMS is required to collect evidence for all assessments – this evidence is proof that have performed the specified competency or task to the required standard. Our assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.

Assessment Malpractice

Assessment malpractice includes cheating, collusion and plagiarism. AMS has a zero-tolerance policy for plagiarism, cheating and collusion.

AMS regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment process is not compromised.

All students are expected to act with integrity and only submit assessment evidence that is their own. If a student is found to have plagiarised, cheated or colluded we will be required to take disciplinary action.

Reasonable Adjustment

Students who experience unforeseen circumstances or have special needs that affect their performance in an assessment may be eligible to apply for 'reasonable adjustment' to their assessment. All discussions are confidential and conducted in accordance with the relevant privacy and non-discriminatory guidelines.

Extensions to Assessment Deadlines

It is expected that assessments will be submitted no later than the expected due date. However, if there are difficult circumstances, please contact us to discuss.

Assessment extensions are approved on a case-by-case basis. Requests for extensions must be applied for in writing by emailing the RTO & Training Lead at training@amsaustralia.com.

Transition to Updated Training Packages

AMS will ensure students are transitioned from superseded Training Packages within the 12-month transition period from publication date of the updated Training Package on the TGA website.

Recognition of Prior Learning (RPL)

RPL is the recognition of knowledge and skills acquired through previous work experience, education, training and life experiences. The RPL assessment process matches knowledge and skills to the required learning outcomes to determine any possible credit for units.

Our students are encouraged to enquire and/or apply for RPL for any Nationally Recognised Training we offer. It is important to note that the RPL process shortens the training timeframe but does not necessarily reduce the assessment requirements, evidence requirement, or timeframe to get your certificate.

If you believe you have the skills and knowledge to undertake RPL for any of our Nationally Recognised courses, please contact our RTO & Training Lead who will provide you with more information and an RPL Self-Evaluation kit.

Regardless of the type of evidence that you submit as part of the RPL application process, assessors must be confident that the evidence meets the following criteria:

- meets the minimum requirements of the Unit of Competency(s) being applied for,
- meets regulatory requirements,
- is your own evidence and can be authenticated,

- that you can perform the competency consistently and reliably,
- the evidence is of the required standard,
- the evidence is current (no older than 2 years),
- the evidence is sufficient to make a final assessment judgment.

Credit Transfers

AMS will review and validate transcripts from other training providers for a Credit Transfer application. Students will need to forward AMS a scanned copy of the Statement of Attainment as evidence, so we can process your Credit Transfer request – training@amsaustralia.com

We will validate the authenticity of the documents with the original training provider or (where possible) look at your USI transcript record.

Complaints and Appeals

Our Complaints and Appeals Policy is available on our website.

AMS acknowledges the student's right to lodge a complaint when they are dissatisfied with the training and/or assessment services and experiences that they have been provided. Complaints and Appeals are treated seriously and dealt with promptly, impartially, sensitively, and confidentially. All parties involved will be kept informed of the resulting actions and outcomes.

If you wish to make a complaint or appeal, please refer to our policy or contact the RTO & Training Lead at training@amsaustralia.com or by calling (08) 9221 6777 for a confidential discussion.

Legislation

AMS is committed to ensuring it complies with all relevant Commonwealth, State and Territory legislation and regulatory requirements in its operations as a Registered Training Organisation (RTO).

AMS will ensure that:

- compliance with legislation and regulatory requirements is monitored and maintained,
- it maintains copies of or has access to all legislation that affects its business, and /or services delivered,
- legislation and regulatory requirements relevant to its operations, are integrated into its policies and procedures,
- all staff and clients are provided with information regarding any changes to legislation and regulatory requirements, which affect their duties or participation in the vocational education and training services provided.

AMS is equally committed to providing a learning environment that encourages clients of all abilities to participate and to successfully complete their training program. AMS ensures that all training programs are delivered in accordance with the rules and regulations set out by the relevant regulatory body.

Aviation Legislation and Standards

- i Civil Aviation Act 1988
- ii Civil Aviation Safety Regulations
- iii Part 139 Manual of Standards
- iv CASA Advisory Circulars
- v Aviation Transport Security Act 2004
- vi Aviation Transport Security Regulations 2005

Commonwealth Legislation

- i Corporation law – Corporations Act 2001 and Regulations
<https://www.legislation.gov.au/Details/C2018C00275>
- ii Competition and Consumer Act 2010 and Regulations
<https://www.legislation.gov.au/Details/C2017C00375>
- iii Fair Work Act 2009 and Regulations
<https://www.legislation.gov.au/Details/C2017C00323>
- iv A New Tax System Act 1999 and Regulations
<https://www.legislation.gov.au/Details/C2018C00102>
- v Copyright Act 1968 and Regulations
<https://www.legislation.gov.au/Details/C2017C00414>
- vi Fair Trading Legislation and Regulations
<https://www.legislation.gov.au/Details/C2017C00323> (This is the WA legislation only. Other legislation will apply depending upon location of training delivery)
- vii Spam Act 2003 and Regulations
<https://www.legislation.gov.au/Details/C2016C00614>

Vocational Education and Training (VET) Legislation

- i Commonwealth - National Vocational Education and Training Regulator Act 2011
- ii NSW - Vocational Education and Training (Commonwealth Powers) Act 2010
- iii VIC – Vocational Education and Training Act 1990
- iv QLD – Vocational Education and Training (Commonwealth Powers) Act 2012
- v WA – Vocational Education and Training Act 1996
- vi SA – Vocational Education and Training (Commonwealth Powers) Act 2012
- vii ACT – Training and Tertiary Education Act 2003
- viii TAS - Vocational Education and Training (Commonwealth Powers) Act 2011

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia’s vocational education and training (VET) sector.

Certification

AMS only issues qualifications and Statements of Attainment to students who meet the required assessment outcomes of a unit of competency. Students can enquire about their certification at any time during normal office hours and will need to identify themselves before any information can be released.

AQF certification will be issued within thirty calendar days of the student being assessed as meeting the requirements of the NRT course if:

- all assessment requirements for the course have been met,

- the student has provided their Unique Student Identifier Number to the RTO,
- agreed student enrolment fees have been paid.

A clear distinction will be made between AQF certification documents and non-AQF certification issued by AMS. These records will be kept by AMS for 30 years electronically and submitted to the USI database each year, or as required by the National Regulator.

Replacement of Training Materials

Learners will receive a copy of training and/or assessment materials as part of their enrolment fee. There is a fee payable for lost training materials that have been previously issued to you. Please contact us (08) 9221 6777 to discuss your specific requirements.

Personal Property

While our training venues are reasonably secure, you are ultimately responsible for your own property during your course. Please do not leave valuables unattended. AMS will take no responsibility for any property or belongings that may be stolen or go missing.

Feedback

Students will be emailed a feedback survey at the completion of their Nationally Recognised course. Students are welcome to provide feedback at any time by emailing training@amsaustralia.com

Continuous Improvement

Our Feedback Policy is designed to ensure that AMS training and assessment products and services meet student needs and are continuously reviewed and improved based on the collection, analysis and action taken based on relevant data and feedback.

AMS seeks feedback from students and employers regarding their satisfaction with services they have received. This feedback is collated and reviewed during internal validation meetings with the RTO & Training Lead and the facilitators to identify areas of continuous improvement.

And Finally...

Good Luck! We wish you every success in your studies.

If you ever have questions or feel “stuck” remember that you can contact the Training Team at any time. We are here to help and support you on your learning journey, and we want to see you succeed.