

# AMPD

ACADEMY

## STUDENT HANDBOOK



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# TABLE OF CONTENTS

Introduction .....	4
The Standards for Registered Training Organisations (RTOs) 2015 .....	5
Student and Ampd’s Rights and Responsibilities .....	5
Code of Conduct .....	8
Legislative Requirements .....	9
Workplace Health and Safety Policy .....	10
Harassment and Discrimination Policy .....	11
Privacy.....	12
Privacy Policy .....	13
NCVER PRIVACY NOTICE .....	17
National Vocational Education and Training Acts 2011 .....	18
Working with Children .....	19
Fees .....	20
Certificate 3 Guarantee & Higher Level Skills co-contribution fees .....	20
User Choice Student Contribution Fees .....	20
User Choice Student Fee Exemptions .....	20
Partial exemption — tuition fees.....	20
Full Exemption .....	20
Refund Policy: Fee for Service.....	21
Skillssets / Short Courses .....	21
Full Qualifications.....	22
Refund Policy: Co-Contribution Fees – Certificate 3 Guarantee & Higher Level Skills.....	22
Refund Policy: Student Contribution Fees - User Choice Trainees / Apprentices.....	22
Student Progression.....	22
Student Documentation Policy .....	23
Recognition of other Qualifications .....	24
Access and Equity .....	25
Enrolment .....	25
Fee For Service .....	25
VET Investment programs .....	25
Language, Literacy and Numeracy (LLN) Assistance .....	26
Student Learning Needs.....	26
Flexible Delivery and Assessment Procedures .....	27
AQF Certificates and Statements of Attainment.....	27
Unique Student Identifier .....	28
Verification of Participant Unique Student Identifier .....	29
Complaints and Appeals .....	29
Assessment Appeals.....	31

Discipline.....	32
Credit Transfer Policy.....	32
Assessment Standards .....	33
Assessment Criteria .....	33
Assessments Methods .....	34

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# AMPD

## ACADEMY

## Introduction

Welcome to CVM Academy Pty Ltd t/a Ampd Academy

Thank you for enrolling into our nationally recognised training program.

Our aim here at Ampd Academy is to provide you with the necessary skills and knowledge to work safely and efficiently in your workplace.

To ensure you get the most out of your training, we hope you take the time to read this handbook. At Ampd Academy, we aim to make our training as enjoyable as possible, but your participation and input are essential. Your training will be of even greater value if you are aware of what is expected of you and if you are aware of what we can offer.

This handbook will find information about our policies and procedures and your rights and obligations. Should you require any further information, contact your trainer. Our trainers have years of experience in training and are working in the industry like you.

That makes what we do here at Ampd Academy real and responsive. Like us, we understand that you have a real job and want your training to fit in with your life. Thank you for making the decision to train with us. We look forward to assisting you in achieving your training goals.

# The Standards for Registered Training Organisations (RTOs) 2015

These are the standards that govern the operation as an RTO and training providers conducting training under the auspices of an RTO. To be an RTO, Ampd Academy needs to meet the requirements of the Standards for Registered Training Organisations 2015. This is assessed by the Australian Quality Skills Authority (ASQA). Thus, Ampd Academy is answerable to ASQA for their conduct.

Being an RTO is a privilege, not a right, and as such, we need to comply with all the requirements of the standards and of ASQA all the time.

The qualifications you are undertaking are nationally accredited, and certification thereof can only be issued by a Registered Training Organisations (RTO). In certain circumstances, they can be delivered by an organisation under the auspices of an RTO.

These Standards and the auditing process are intended to provide the basis for a nationally consistent, high-quality vocational education and training system.

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## Student and Ampd's Rights and Responsibilities

As a student in our RTO, you have certain rights and responsibilities, as do we, the RTO, have certain obligations and responsibilities to you.

These rights and responsibilities are covered in detail in the body of the Student Handbook but are summarised here for your convenience.

Both the Student and Ampd Academy have a responsibility to adhere to all relevant legislation. The legislation that affects your participation in Vocational Education and Training (VET) is detailed within this document. However, both Ampd Academy and you, the Student, have an obligation to adhere to ALL legislation applicable in Australia.

We both have obligations and expectations that all parties will conduct themselves safely in all aspects of their activities, that at no time will the safety and health of any person or property be risked.

You have a right to a safe environment; you have an obligation to keep it safe through your conduct and adherence to our stated policies and procedures.

We have a right to expect that you seriously apply yourself to undertaking the Course that you have committed to, until you formally tell us that you are withdrawing from the process, we have an expectation that you will work on the process and meet your commitments.

Equally so, you have a right, and we have a responsibility to provide you with the very best support, assistance and guide you to the completion of the course and must maintain a high standard of current documentation, good service, good trainer/assessors who are current in their knowledge and experience in the relevant qualifications(s) being undertaken.

We have a right to expect that all assessments provided by you are your own work, not copied, taken, or plagiarised from someone else.

You have a right to reasonable access to our trainer/assessors. You have the right to access your own records. Approach your trainer.

You have a right to expect that the requirements that we make of you are clear, concise, and easily understood. We have an obligation to maintain these requirements as clear instructions and also to ensure that they are relevant to the requirements of the qualification being undertaken.

You have a right to expect that all course requirements are compliant with the principles defined in the Standards for Registered Training Organisations 2015 and that the qualification issued by us to you will be received in good standing.

You have a right to personal freedom, free from any illegal, unnecessary, or invasive questioning or judgment of your personal ideals, beliefs, marital status, disability or perceived disability, cultural background, age, orientation, or practices, this includes, but is not limited to all personal, sexual, religious, and political practices.

We have an equal expectation that you will grant the same freedom of belief, practices, and persuasion to all of the staff, contractors, fellow students, and other people whom you meet and come in contact with at Ampd Academy.

We have an obligation to always conduct ourselves ethically, responsibly, with courtesy and respect, and to be both morally and socially responsible always. We expect the same from our students.

This specifically means that bullying, intimidation, violence of any kind, cyber bullying, offensive behaviour, threatening or aggressive behaviour or speech will not be tolerated or need to be tolerated by any person, whether a staff member or contractor or a student in the course requirements.

You have a right to be provided with the services that you have paid for, if you have paid for a course, you have a right to expect to be delivered in the manner it was advertised, equally so, we have an obligation to deliver it to you in the manner it was advertised. If there is a need to vary the process, then it must be by mutual consent.

You have a right to receive the services for which you have paid. We have an obligation to provide them.

You have a right to be informed of any changes to our course requirements, our administrative procedures and/or regulations. Any required changes will not be made without appropriate notice and will not disadvantage currently enrolled students.

We have a right, and you have a responsibility to adhere to any reasonable and lawful request by Ampd Academy.

You have a right to complain and appeal about anything or any decision we make at Ampd Academy, be it about you or about how we conduct the business of the RTO.

We have an obligation to ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with the procedures detailed in this handbook.

You have a right to expect us to adhere to the privacy act and the freedom of information act and ensure that information about you is only conveyed to those with legal and legitimate reasons for access. This is normally only staff directly involved in the processing and assessment of your course work or those with legal rights to that information, such as the Police and other legal bodies, but only after an appropriate process has been undertaken.

We have an obligation to clearly state all fees and charges associated with the course requirements.

We have an obligation to provide, and you have a right to receive, prompt evaluation of your course work, with clear and unambiguous feedback on the results and assessment decision.

You have an obligation to provide feedback on our assessment and on the Client Services, we have provided.

We have an obligation to evaluate all provided feedback and act on opportunities for improvement to our processes and policies.

We have an obligation to clearly convey to you, the student, the policies and procedures that Students must be aware of. Equally so, you, the student, have an obligation to understand those policies and procedures concerning your application, any use of Ampd Academy's facilities and any property or facilities used by Ampd Academy to assess your application.

Students who cannot, or choose not to, adhere to these rights and obligations may be subject to disciplinary action. This may be a written warning an interview with the CEO and may result in cancellation of your application without refund and, in extreme cases, such as cases of suspected criminal activity, referral to the Police.

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## Code of conduct

Ampd Academy is passionate about providing a safe and welcoming educational facility. We take the behaviour, actions, and teachings in our organisation **SERIOUSLY**. The Code of Conduct is established to ensure both students and staff are provided with an environment where they are free of any behaviour which may cause a negative impact.

All students and staff are expected to follow all rules and policies:

- No smoking and vaping is permitted on campus, inside or outside the building. Smoking and vaping is banned in public and commercial buildings in Australia by Law, and you must not smoke within 5 metres from the entrance of any building. Also, if you choose to smoke, please make sure that you put all your cigarette butts in an ashtray/bin. Public bins and ashtrays are available in most public areas. Littering in a public place is not accepted in Australia.
- Aggressive behaviour, bullying or racism is not tolerated.
- Ampd Academy prohibits the use of illegal drugs on the premises and during other organisation activities. Appropriate action will be taken against individuals who breach this policy.
- Staff or students are not permitted to possess or consume alcohol on Ampd Academy premises except under special circumstances approved of by the CEO.
- Acts of vandalism, including graffiti, will be dealt with by the Police where appropriate.
- All equipment belonging to Ampd Academy should be treated with respect, and you should advise a staff member of Ampd Academy if anything is not working properly.
- No electronic equipment or mobile phones are to be used during class.
- All break times must be taken according to the times allocated by the trainer and assessor.
- Students must be seated in class prior to the expected start time. Class times will start at times indicated on the course timetables unless otherwise notified.
- General housekeeping must be undertaken before leaving the class. Please do not leave rubbish lying around but place it into the bins provided. Make sure the doors and windows are shut, and lights and relevant equipment are turned off.
- Consider others and keep the toilets and other public areas clean and hygienic after your use.
- A reasonable standard of dress and hygiene is always to be maintained. It is always recommended that closed shoes be worn.
- Ampd Academy trainers and staff can refuse admittance to class if you do not turn up with the prescribed textbooks, course materials, learning materials, tool kits and appropriate OH&S clothing and equipment, if applicable.
- All students and staff must always comply with WHS policies and procedures.

Any serious breach of any Ampd Academy policy can also result in cancellation of your enrolment.



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## Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as a general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated, and the CEO is responsible for ensuring that all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.qld.gov.au>

The legislation that particularly affects your participation in Vocational Education and Training includes:

### Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Charges) Act 2012
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Standards Registered Training Organisations 2015
- National Vocational Education and Training Regulator Amendment Bill 2015
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination Act 1992
- Racial Discrimination Amendment Act 1980
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Sex Discrimination Amendment Act 1991
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (2014)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Student Identifier Act 2014
- Student Identifier Regulation 2014

### State Based Legislation

- Disability Services Act 2006

- Fair Trading Act 1989
- Workplace Health and Safety Act 1995
- Workplace Health and Safety and Other Legislation Amendment Act 2008
- Child Protection Act 1999
- Commission for Children and Young People and Child Guardian Act 2000

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## Workplace Health and Safety Policy

The Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 describe Ampd Academy's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the workplace. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training, including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed workplace with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Implement procedures and practices, in a variety of situations, in accordance with State and local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety Standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Always ensure student safety,
- Ensure procedures for operator safety are always followed,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and students to see,
- Report any identified workplace Health and Safety hazard to the appropriate staff member as required.

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## Harassment and Discrimination Policy

We are required under Australian Law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and students feel valued, respected, and treated fairly.

We will ensure that all our staff understand their roles and responsibilities in creating such a workplace, by process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and students should be aware of the following definitions:

**'Bullying'** - is unwelcome and offensive behaviour that intimidates, humiliates, and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating, or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**'Confidentiality'** - refers to information kept in trust and divulged only to those who need to know.

**'Discrimination'** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age, or sexual orientation. Victimisation is also treated as another ground of discrimination.

**'Harassment'** - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated, or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**'Personnel'** - refers to all employees of Ampd Academy.

**'Racial Harassment'** - occurs when a person is threatened, abused, insulted, or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry, or mockery, displays of material prejudicial to a race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

**'Sexual Harassment'** - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

**'Victimisation'** - includes any unfavourable treatment of a person because of their involvement in an equal opportunity complaint. Unfavourable treatment could include adverse changes to the work environment, denial of access to resources or work.

### Specific principles

- All staff and students have a right to work in an environment free of any form of harassment and discrimination,

- All reports of harassment and discrimination will be treated seriously, impartially, and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited, and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected, and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation, and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support, and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

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## Privacy

Ampd Academy takes the privacy of our students very seriously, and we will comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles (2014).

Your enrolment form allows students to give us permission to discuss the students progress with their employer. In some cases, we will be required by Law or required by the RTO Standards 2015 to make students information available to others. In all other cases, we ensure that we will seek the written permission of the student.

The thirteen Privacy Principles are defined below:

**Principle 1** – Open and transparent management of personal information. The object of this principle is to ensure that Ampd Academy’s entities manage personal information openly and transparently.

**Principle 2** – Anonymity and pseudonymity. Individuals may have the option of not identifying themselves or using a pseudonym when dealing with Ampd Academy in relation to a matter.

**Principle 3** – Collection of solicited Personal Information. Ampd Academy must not collect personal information (other than sensitive information) unless the information is reasonably necessary for Ampd Academy’s business purposes.

**Principle 4** – Dealing with unsolicited personal information. If Ampd Academy receives personal information, Ampd Academy must, within a reasonable period after receiving this information, determine whether or not we would have collected the information under Australian Privacy Principle 3, and if not, we must, as soon as

practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is de-identified.

**Principle 5** – Notification of the collection of personal information. Requires Ampd Academy to notify our clients, staff, and students of any additional information we collect about them and further advise them of how we will deal with and manage this information.

**Principle 6** – Use or disclosure of personal information. The information that Ampd Academy holds on an individual that was collected for a particular purpose Ampd Academy must not use or disclose the information for another purpose unless the individual has consented.

**Principle 7** – Direct marketing. As Ampd Academy holds personal information about individuals, we must not use or disclose the information for the purpose of direct marketing.

**Principle 8** – Cross Border disclosure of personal information. Where Ampd Academy discloses personal information about an individual to an overseas recipient, Ampd Academy must take all steps to ensure that the overseas recipient does not breach the Australian Privacy Principles.

**Principle 9** – Adoption, use or disclosure of government related identifiers.

Ampd Academy must not adopt a government related identifier of an individual as its own identifier of the individual, except when using identification codes or numbers issued by either the State based regulators, or the Department of Innovation with regard to the Unique Student Identifier.

**Principle 10** – Quality of personal information. Ampd Academy must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that Ampd Academy collects is accurate, up to date and complete.

**Principle 11** – Security of personal information. If an APP entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information.

**Principle 12** – Access to personal information. As Ampd Academy holds personal information about an individual, Ampd Academy must, on request by the individual, give the individual access to the information.

**Principle 13** – Correction of personal information. As Ampd Academy holds personal information about individuals and should we believe that this information is inaccurate, out of date, incomplete, irrelevant, or misleading; or the individual requests the entity to correct the information; Ampd Academy must take such steps as are reasonable in the circumstances to correct that information.

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## Privacy Policy

Ampd Academy recognises the importance of your privacy and understands your concerns about the security of your personal information. This privacy policy generally describes how we manage your personal information and safeguard your privacy.

### Ampd Academy's Principles

1. Personal information is only collected where necessary to fulfil the organisation's functions
2. Those giving personal information are informed of the purpose of collection and how their personal information will be used

3. Records containing personal information are kept secure and protected from loss or misuse
4. Students are informed of the right to access their own personal information
5. Permission is obtained from individuals before their details are used in publications, websites or other marketing materials.

### Collection of Personal Information

The types of personal information we may collect and hold include (but are not limited to):

- information you give us when you apply to enrol in a course, including your name, address, occupation and contact details
- information about other individuals we collect during the enrolment process
- information about other people dealing with Ampd

Personal information is collected through you completing our enrolment forms, telephone discussions, face to face meetings, business cards, web forms and email list subscriptions. We may also collect personal information through our Ampd's social media sites, Google and other web-based analytics sites directly used for the purposes of Ampd's marketing and communication activities. These third-party sites have their own privacy policies.

Generally, information collected may include:

- Name
- Address
- Date of Birth
- Gender
- Nationality
- Country of birth
- Next of kin details
- Contact Details
- Payment Details
- Financial Details
- Electronic details such as email address
- Unique Student Identifier Number (USI)
- AVETMISS information to comply with the Data Provisions Requirements 2012 such as, but not limited to: disability (if applicable), educational history; ethnicity; English, literacy and numeracy proficiency
- Photographs (for issuing ID card)

## Sensitive Information

Some personal information we collect may include 'sensitive information like information relating to a student's health, racial or ethnic origin, etc. Sensitive information will only be used or disclosed for the primary purpose for which it was collected or a directly related secondary purpose unless you agree otherwise or where certain other limited circumstances apply (for example, where required by law).

## Indirect collection of personal information

We may also collect your personal information through an education or migration agent acting on your behalf.

In order to manage complaints and grievances, we may collect personal information (including sensitive information) about you indirectly from publicly available sources or from third parties such as:

- your authorised agent/representative, if applicable
- applicants, complainants, respondents to a complaint
- employers or work placement hosts and their representatives where applicable.
- We also collect personal information from publicly available sources for marketing purposes.

## Use and Disclosure of Personal Information

Ampd may use and disclose your personal information for the primary purpose for which it was collected, for reasonably expected secondary purposes, and in other circumstances authorised by the Privacy Act. In general, we use and disclose your personal information for the following purposes only:

- to conduct our business as a registered training organisation
- to provide and market our services to prospective and current students
- to communicate with you and your nominated agent, if applicable
- to comply with our legal obligations.

We may disclose your personal information to other members of Ampd, other companies or individuals who assist us in providing education and/or support services or who perform functions on our behalf (such as education agents, accommodation service providers, and partner institutions) regulatory authorities, and anyone else to whom you authorise us to disclose it. We will take reasonable steps to ensure that anyone to whom we disclose your personal information respects the confidentiality of the information and abides by the NPPs or equivalent privacy law.

We are required by law to provide data, which includes personal information, including sensitive information, to government departments and agencies at a State and Federal level. For example, we are required to provide data to the National Centre for Vocational Education Research which administers the AVETMISS data collection in accordance with National VET Provider Collection and the Data Provision Requirements 2012.

We are also required to confirm and verify student enrolment and attendance and participation information to the relevant Federal and State government departments, where government funding, subsidies or loans may be in place.

Sensitive information is disclosed only for the purposes for which it was given to us, or for purposes deemed to be reasonable or expected or agreed to by you.

We may use testimonials, photographs of training and support services and other similar marketing materials for the purposes of marketing and promotion. We seek your approval for using such marketing images and materials via our Enrolment Form. You may opt to not give us permission by sending us an email requesting that your photographs and testimonials be removed from any public domain.

Ampd generally does not disclose information to overseas person/s or entities, except to the student's nominated agent/representative overseas. Where personal information is sent overseas for sound business reasons, Ampd will ensure that the overseas entity/person receiving the information has a binding contractual arrangement that requires it to use the information in accordance with the Australian Privacy Principles

If you make a complaint or application of appeal, a copy of the relevant information will be made available to the respondent to enable a meaningful response. If you elect to make partial information available to the respondent, it may impact on our ability to resolve the matter in a fair and equitable manner.

We may disclose personal information to an external review body, the legal courts or such entities if a complainant, applicant or respondent has made a decision to use an external dispute resolution body, such as the Commonwealth Ombudsman or the Overseas Students Ombudsman.

Due to the nature of the services provided, it is difficult to allow you to deal with us anonymously, except in cases where you are seeking general information about Ampd or its services. In most other cases, we may require you to reveal your personal details in order to provide you with personalised training and support services relevant to your enrolment.

### **Access to Personal Information**

Ampd endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. Personal information is stored electronically in a consistent format and is updated as soon as errors are noted or the information has changed. Students are required to update their personal information as soon as practicable, and also check the accuracy of their information prior to the issuance of certification and testamurs.

Subject to the exceptions set out in the Privacy Act, we will provide access to personal information directly to the person whose information is held by us.

Under the Privacy Act (Australian Privacy Principles 12 and 13) you may access your personal information or request a change/correction to your personal information held by us. You will be required to complete a Student Update Details Form and verify your identity in order to enable us to allow you access to your information or to change your personal information. Unless required by law, we will modify your personal information. In exceptional circumstances where we make a decision to not modify your personal information, we will provide written reasons for our decision.



## Management of Personal Information

In accordance with the Privacy Act, we take reasonable steps to protect the security of your personal information. This includes protecting the information from misuse or loss and from unauthorised access, modification or disclosure, for example, by the use of physical security and restricted access to electronic records. Your personal information is stored in hard copy files and electronically on our password-protected student data management system and third party student management System (LMS).

As a registered training organisation, we are required to retain your personal information, copies of any qualifications, Statements of Attainment and competency outcomes from assessed AQF qualifications and Accredited Courses for a period of 30 years. If we do not require your personal information for a permitted purpose under the NPPs, we will take reasonable steps to destroy it as soon as practicable.

As per our Complaints and Appeals Policy, we will retain records of any complaints and their outcomes on the relevant student file and in a central location for the purposes of compliance and continuous improvement.

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# NCVER PRIVACY NOTICE

## Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

## How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

## How we disclose your personal information

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

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

## How NCVER and other bodies handle your personal information

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

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

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

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

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

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

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

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

### Surveys

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

### Contact information

At any time, you may contact Ampd Academy to:

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

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## National Vocational Education and Training Acts 2011

These three acts are named in the legislative listing and define the acts of Federal Parliament that empower ASQA to administer the operations and compliance of RTOs in most states of Australia and any RTOs that operate in more than one State in Australia.

This includes the right of ASQA to audit Ampd Academy, apply penalties for non-compliance and define the requirements to retain records and other administrative and operational requirements of a functioning RTO.

Ampd Academy is answerable to ASQA for their operations.

## Working with Children

Ampd Academy takes the safety and health of all our students very seriously, and we will comply with all legislative requirements under the Commission for Children and Young People and Child Guardian Act 2000 to provide a safe learning requirement.

Our training programs are open to individuals who are under 18 years of age and therefore require all trainers and assessors to be cleared as not being a risk to the health and safety of minors and to provide Ampd Academy with a copy of their Blue Card for working with Children as part of our key prevention and monitoring system when working with children and your people.

Further information on the Working with Children's Check is available from Ampd Academy's CEO.

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## Fees

Our training and assessment programs do attract fees. The details of the fee structures are contained on our website.

### Certificate 3 Guarantee & Higher Level Skills co-contribution fees

Before enrolment, students accessing Queensland State Government funding (Certificate 3 Guarantee) will be explained and given information about the co-contribution fees required and any fee exemptions (if applicable).

These fees can also be accessed on our website

Ampd Academy must apply full exemption from the student contribution fee where the student falls into the following exemption categories:

- (a) where credit transfer/national recognition has been applied to a unit of competency/module

### User Choice Student Contribution Fees

Before enrolment, trainees/apprentices accessing Queensland State Government funding (User Choice) will be explained and given information about the student contribution fees required and any fee exemptions (if applicable).

Student contribution fees under the User Choice program are set at \$1.60 per nominal hour for each unit of competency/module to be calculated at the commencement of the unit of competency/module

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## User Choice Student Fee Exemptions

### Partial exemption — tuition fees

Trainees/Apprentices will be charged 40 per cent of the student contribution fee where the students falls into one or more of the following exemption categories:

- a) The students was or will be under 17 years of age at the end of February in the year in which the RTO provides training, and the student is not at school and has not completed year 12.
- b) The student holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card and is named on the card.
- c) The student issues the RTO with an official form under Commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- d) The student is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.

### Full Exemption

The RTO may apply full exemption from the student contribution fee where the student falls into one or more of the following exemption categories:

- (a) Where payment of the student contribution fee would cause extreme financial hardship, then the PQS may waive these fees. (Conditions apply)
- (b) Where the Queensland Government, as represented by the departmental officer responsible for the User Choice budget, advises in writing that fees are optional. On receipt of such advice, the RTO may choose not to collect the student contribution fee. In this circumstance, any decision by the RTO not to collect fees does not create a liability for the department.

The RTO must apply full exemption from the student contribution fee where the student falls into one or more of the following exemption categories:

- (b) where credit transfer/national recognition has been applied to a unit of competency/module
- (c) the student is a school-based apprentice or trainee
- (d) the student is undertaking a qualification as part of the Skilling Queenslanders for Work – Work Skills Traineeship program.
- (e) the student is undertaking a qualification as part of the Free apprenticeships for under 21s initiative

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## Refund Policy: Fee for Service

### Skillsets / Short Courses

Ampd Academy has a fair and equitable Refund Policy in place containing guidelines guaranteeing the refund of fees to course student under reasonable circumstances. The management guarantees Ampd Academy sound financial position and safeguards Client / student fees until used for training/assessment.

- No refund will be issued in the event participant does not show up to a course, without sufficient notice.
- Course Credits may be issued for change of mind, or incorrect course booking.
- Partial or full refunds will be considered under compelling and compassionate circumstances. Students must provide all supporting evidence. To apply, students must complete a Refund Application Form.
- Refunds will be provided where a course is cancelled or changed by Ampd Academy and a reasonable alternative cannot be found for the participant. Refund Application Form is not required.

Refunds will be credited back to the original form of payment, excluding any discounts used. You will receive an email notification of the status of your refund once finalised.

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## Full Qualifications

The following refund policy applies:

- Withdraw prior to the start date – FULL REFUND
- Withdraw on or after the start date –NO REFUND

Enrolment withdrawn by Ampd Academy or if Ampd Academy is unable to provide the course for which the original offer was made – FULL REFUND

## Refund Policy: Co-Contribution Fees – Certificate 3 Guarantee & Higher Level Skills

The following refund policy applies:

- Where training has not yet commenced – a full refund, of any monies paid, will be provided to students who have enrolled in a course but subsequently cancelled before training delivery has start
- After course commencement – refunds will be made, for any units of competency within a qualification not yet commenced or completed.
- Course withdrawn by Ampd Academy or if Ampd Academy is unable to provide the course for which the original offer was made – a full refund

\* Partial refunds will be considered under compelling and compassionate circumstances. Students must provide all supporting evidence (such as a medical certificate). In this case, refunds will be on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course. No refund will be given for training and assessment that has been provided. Refunds are at the discretion of management and may be negotiated on a case-by-case basis.

To apply, students must complete a Refund Application Form

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## Refund Policy: Student Contribution Fees - User Choice Trainees / Apprentices

A pro-rata refund will be calculated based on the progress of the individual student.

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## Student Progression

Where a Student has enrolled into a course and either attended a face-to-face session and/or commenced the online component of that course and has not progressed, the student's progress will be monitored for 3 months. They will be sent 3 reminders during this period of time and if at the end of 3 months, the course has not been completed, the student's enrolment will be withdrawn, and any fees paid for this course will not be refunded unless the student can provide a medical certificate or show extreme personal hardship.

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## Student Documentation Policy

We are committed to maintaining and safeguarding the accuracy, integrity, and currency of our records without jeopardising the confidentiality of the records or our student's privacy.

Ampd Academy must comply with a range of record management and retention requirements including:

State Funding Authority requirements relating to training and assessment records, and ASQA General Direction: Retention requirements for completed student assessment items

- **Record of Results / Qualifications / Statements of Attainment:** will be retained for a minimum of thirty (30) years.
- **Completed assessment resources:** Completed assessment resources (100%) will be retained for a minimum of seven (7) years from the date of student completion, or withdrawal from training.
- **Assessment tools:** Assessment tools (100%) are to be retained for a minimum of seven (7) years. This requirement relates to the versions of these records.
- **RTO management records:** RTO management records are to be retained for a minimum of seven (7) years. This requirement relates to the versions of these records.
- **Administrative records:** Administrative records are to be retained for a minimum of seven (7) years. This requirement relates to the versions of these records and completed records

Individual hardcopy student records will be stored for six months after completion in a lockable secure office area. Our electronic records are stored in our student records software system and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

In the event that we cease to operate as an RTO, we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including, taxation records, and business and commercial records will be retained for a period of at least seven years. It is a requirement of the Standards for RTOs 2015 that we comply with all mandatory reporting obligations. All RTOs must report annual enrolment data and completion results to the Government (AVETMISS).

The RTO records all AVETMISS data in its Student Management System. This data is supplied and completed by the students at enrolment and is maintained and updated by the RTO Administration staff.

This data is verified for accuracy as part of the enrolment process, and this data is updated as the student progresses through the course culminating in either their withdrawal from the course or exiting from the course with a Statement of Attainment award.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Student training records will be limited to those required by the Standard for Registered Training Organisations, such as:

- trainers and assessors, including RPL Assessors to access and update the records of the students whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by Law such as:

- people as are permitted by Law to access these records (e.g., subpoena / search warrants / social service benefits / evidence act).

Or

- students authorising releases of specific information to third parties in writing,
- the students themselves, after making application in writing. For example, students seeking a replacement Statement of Attainment.

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## Recognition of other Qualifications

All AQF qualifications and Statements of Attainment issued by other registered training organisations will be fully recognised by Ampd Academy.

These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.

Students would be required to produce a certified copy of the original certificate to the CEO or, in some cases, the trainer, who will make a note of the qualification in our record system.

This is typically applied where students produce a pre-requisite qualification for a course they are currently wishing to undertake.

Where an application is to proceed, the student will need to provide:

Either:

- An AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- An authenticated VET transcript issued by the Registrar, such as ASQA.
- An authenticated USI transcript.



## Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All students have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities.

All students who meet our entry requirements will be accepted into any of our training programs. Students who feel that they have been discriminated against can lodge a formal complaint. This process can be initiated through any staff member or can be referred to the CEO.

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## Enrolment

### Fee For Service

To enrol in our course, you will need to complete an enrolment/application form including a Unique Student Identifier (USI) or an exemption thereof through our website. Your application will then be reviewed by our administration team

Please note: Ampd Academy is not a CRICOS provider and cannot enrol students on an international student visa.

### VET Investment programs

Students wishing to enrol in VET Investment programs (Certificate 3 Guarantee & Higher Level Skills) will be required to undergo an eligibility check and provide colour copies of identification.

To be eligible for enrolment under the **Certificate 3 Guarantee**

You must be:

- be a Queensland resident
- be aged 15 years or over, and no longer at school (with the exception of VET in Schools students)
- be an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency
- not hold, or be enrolled in, a certificate III level or higher qualification (not including qualifications completed at school and foundations skills training).

**For further information regarding this funding, please visit: [Certificate 3 Guarantee Student Factsheet](#)**

As you can only access the Certificate 3 Guarantee subsidy once, it is important you choose the right course for you to take full advantage of this Opportunity.

To be eligible for enrolment under the **Higher Level Skills**

You must be:

- be a Queensland resident
- be aged 15 years or over, and no longer at school (with the exception of VET in Schools students)
- be an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency
- not hold, or be enrolled in, a certificate IV level or higher qualification (not including qualifications completed at school and foundations skills training).

**For further information regarding this funding, please visit: [High Level Skill Fact Sheet](#)**

Any student who successfully completes a Certificate IV qualification or priority skillset will no longer be eligible for a subsidised training place under the Higher Level Skills Program.

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## Language, Literacy and Numeracy (LLN) Assistance

Our course standard material contains written documentation and limited numerical calculations.

LLN evaluations are part of the enrolment application process. The evaluation is based upon the criteria or industry requirements/tasks to assist in identifying areas where the RTO may need to provide extra support to the student so students can achieve the best outcome during their enrolment. All Ampd Academy trainers will do their best to ensure that all students are supported throughout their learning and will assist students with barriers including difficulties with language, literacy, and numeracy skills (LLN) to achieve competency against the relevant criteria.

If a student's needs exceed our skills, we will refer the student to an external support provider such as their local TAFE campus for foundation skills, community centre etc etc

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## Student Learning Needs

We will assist all students in their efforts to complete our training programmes.

If you are experiencing any difficulties with your studies, we would recommend that you see your trainer or another member of Ampd Academy's staff.

We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way.

Should you be experiencing any personal difficulties, you should make contact directly with the Ampd Academy's General Manager or CEO, who will assist you to the full extent of our capacity.

If your needs exceed Ampd Academy's support capacity, we will refer you to an appropriate external agency.

You can seek support immediately by contacting:

### Interpreting Services:

**TIS** 13 14 50

**Lifeline:** 131 114

### Literacy and Numeracy Support:

**National:** Australian Council of Adult Literacy phone 03 9546 6892 email [info@acal.edu.au](mailto:info@acal.edu.au)

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## Flexible Delivery and Assessment Procedures

Ampd Academy recognises that not all students learn in the same manner and that with an amount of "reasonable adjustment", students who may not learn best with traditional learning and assessment methods will still achieve good results.

Ampd Academy will make any necessary adjustments to meet the needs of a variety of students, and the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the student can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to students, or they may include having someone record the students's spoken responses to assessment questions.

Ampd Academy undertakes to assist students in achieving the required competency Standards where it is within our ability.

Where we cannot assist a student, we will refer them, where possible, to an agency that can assist. Any further questions can be referred to your trainer or Ampd Academy's General Manager.

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## AQF Certificates and Statements of Attainment

Ampd Academy's CEO will issue only AQF Certificates and Statements of Attainment that are within our scope of registration and that certify the achievement of the requirements of Units of Competency and Qualifications from nationally endorsed Training Packages.

We must issue, record and issue statements of attainment and certificates that:

- meet the requirements in the current *Australian Qualifications Framework*, 2nd Edition, January 2013
- identify the units of competency from Training Packages,
- identify the RTO by its national provider number,
- And meet the requirements of the ASQA

Ampd Academy will note the language of delivery and assessment on AQF qualifications and statements of attainment issued if the delivery and assessment have been entirely in a language other than English.

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## Unique Student Identifier

As of 1st January 2015, students wishing to graduate from a Vocational Education and Training course (a VET Course) are required to obtain a Unique Student Identifier (USI).

As of 1st January 2015, an RTO cannot issue a qualification to a student unless that student provides the RTO with their USI. The USI will allow the Government to permanently record the awarding of this qualification to the individual.

Thus, from 1st January 2015, unless exemptions apply, all training successfully delivered will be recorded by the Government.

To obtain a USI, the student will need to:

1. Visit [www.usi.gov.au](http://www.usi.gov.au) and provide information about themselves similar in content to that on their driver's licence (An Australian Drivers Licence has enough information), or
2. Authorise a third party such as Ampd Academy as the RTO to obtain the USI on their behalf. To enable this to happen, the participant will need to:
  - a. Accurately complete this enrolment form, ensuring that the details they provide match their ID.
  - b. Provide Ampd Academy with one of the following forms of unique identification:
    - Driver's Licence
    - Medicare Card
    - Australian Passport
    - Visa (with Non-Australian Passport) for international students
    - Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
    - Certificate Of Registration by Descent
    - Citizenship Certificate
    - ImmiCard
  - c. Nominate their preferred method of contact so that the USI activation notice can be sent to them, options include email, phone or mailing address.
  - d. Complete the authorisation form included in the Enrolment Agreement. Once their USI has been generated, they should:
    - write down their USI somewhere safe
    - activate their USI account at some stage soon.
    - If they do not activate their account, their USI still works.
    - when they do activate their account, they will be required to add some security questions and choose a password.

**PLEASE NOTE:** The USI System checks for duplicate entries and will report any suspected duplicates.

**PLEASE ALSO NOTE:** Any USI provided to use by a student will need to be verified as being accurate through the student management system. Any USIs indicated as not being correct or "rejected" are to be returned to the student with the advice that the RTO cannot issue a Statement of Attainment or a Testamur without a valid USI.

Any copies of student personal information obtained for the purposes of determining or confirming a USI shall be securely destroyed when no longer needed.

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## Verification of Participant Unique Student Identifier

Ampd Academy must verify the legitimacy of the student USI.

At the time of enrolment, or when the student offers their USI, Ampd Academy will verify the student's USI through the student management system.

Student whose USI cannot be verified will be notified by Ampd Academy administration staff. The student will then be requested to rectify the issue.

Students will also be advised that without a valid USI, the RTO is not able to issue them their Certificate or Statement of Attainment.

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## Complaints and Appeals

Ampd Academy treats complaints and appeals from staff, partner organisations, students, and other parties very seriously and will deal with these in an effective and timely manner. Complaints can be made about Ampd Academy, its staff, other learners or third parties. Ampd Academy typically aims to resolve all complaints within three weeks.

Ampd Academy will act upon any substantiated complaints or appeals. These will be recorded into Ampd Academy's RTO Management System and will lead where appropriate to continuous improvement activities. The data entry responsibility, including maintaining the security of these complaints and appeals, lies with Ampd Academy's CEO.

A person or organisation can complain about any aspect of our dealings with them, and the student can appeal any decision we make or a third party, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer and assessor, customer service staff or Ampd Academy's CEO. Work Employers or Companies should contact Ampd Academy's CEO.

We would encourage students should contact their trainer. The trainer should be the first point of contact for students. The aim of this first contact is to resolve the issue quickly.

If the student' complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer, then they should contact Ampd Academy's CEO.

Should the complaint or appeal not be resolved in the first instance, then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form. These forms are available from the Ampd Academy's CEO or Ampd Academy's Enrolments Officers.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

Should the complaint be about Ampd Academy's CEO, then the customer service representative is able to receive and process the complaint or appeal.

This formal complaint or appeal will be entered on our Complaints or Appeals register for tracking purposes. This is the responsibility of Ampd Academy's CEO, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing by Ampd Academy's CEO.

Should the nature of the complaint refer to criminal matters or where the welfare of people is in danger, Ampd Academy will, with the permission of the student, seek assistance from other authorities such as the Police, Legal Representative, or other parties as appropriate.

Student confidentiality will always be maintained as is consistent with Australian Law. At all times, the principles of Natural Justice be upheld, these being:

- That both sides of the complaint will be informed of the complaint and
- That both sides of any complaint will be heard after enough time has been provided for both sides to prepare their arguments.
- That an investigation will be conducted without undue delay
- The student will be allowed to continue their course without penalty until such time as the final decision has been determined.

Further details on Natural Justice can be accessed from the Ombudsman's office in the state or territory in which the training and assessment are being conducted or found online on [www.ombudsman.gov.au](http://www.ombudsman.gov.au).

Ampd Academy will ensure that the student's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, Ampd Academy's CEO will be responsible for resolving the issue. This will involve at least a formal interview with the student, the trainer, and Ampd Academy's CEO, if appropriate.

Should the issue still not be resolved to the student's satisfaction, Ampd Academy will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.

All parties involved will receive a written statement the outcomes, including reasons for the decision within the 14-day period. If the process is taking longer than 60 days from the complaint or appeal being received, the student will be notified in writing of the reason for the delay and kept informed about all progress.

If the student is still not happy with external mediation, he/she may take his / her complaint to the Queensland Training Ombudsman.

All documentation relating to complaints or appeals should be archived for audit purposes.

ASQA accepts complaints about training providers such as Ampd Academy from all members of the community. ASQA takes a risk-assessment approach to student complaints, which allows them to focus on risks to the quality of vocational education and training in Australia.

ASQA is not a consumer protection agency and cannot act as an advocate for individual students. However, ASQA highly values complaints about training providers—all complaints are used as intelligence to inform regulatory activities.

For more information on how ASQA handles complaints, refer to ASQA's policy on Managing complaints about training providers.

#### Managing complaints about training providers

A further option available to students and organisations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 8 am to 6 pm nationally. More details on the National Complaints Hotline can be found at <https://www.dewr.gov.au/national-training-complaints-hotline>

The Queensland training ombudsman can provide students with advice about rights and responsibilities within the VET sector. See <https://trainingombudsman.qld.gov.au/> for more information.

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## Assessment Appeals

In rare circumstances, the student may object to decisions made by Ampd Academy, including assessment outcomes, and wish to appeal these decisions.

Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in error
- The material assessed was not covered in learning materials
- The response provided by the student was the response provided in class
- Or any other reason.

In the case of the Assessment appeal, the student will follow the same basic steps as outlined in the complaint and appeal section.

1. Discuss the issue with your trainer and seek their opinion.
2. If you are still dissatisfied, complete the appeals form and submit it to Ampd Academy's CEO, who will:
  - a. provide written receipt of your case within one business day,
  - b. Review your case, and if desired, you will be able to present your case to Ampd Academy's CEO. Ampd Academy's CEO will review your case with you and provide you with a written response, including the reasons for the response.
3. At all times, the student is to be kept updated as to the progress and resolution of the matter.

Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the complaint or appeal, and this will state the reasons for the decision.

At all times will we keep our students informed of the progress of their complaint and appeal; should this process take longer than sixty (60) days, we will keep the student informed of these reasons through written correspondence.

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## Discipline

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a student, the trainer has the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class without refund or acceptance into another course, or
- Immediately cancel the class.

Ampd Academy has a zero-tolerance policy towards illegal drugs. Any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises.

Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises.

In some cases, prescription drugs will affect your performance, and please discuss this with your trainer prior to course commencement.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the student's assessment being dismissed.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management, and students. Any breach of our disciplinary Standards will be discussed with the trainer and Ampd Academy CEO, and the appropriate action will be taken.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

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## Credit Transfer Policy

Credit Transfer is available to all students enrolling in any of our training programs on our scope of registration.

Credit Transfer – means credit towards a qualification granted to students based on outcomes gained by a student through participation in courses or nationally training package qualifications with another Registered Training Provider.

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## Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications, we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the relevant TAE40110 or TAE40116 assessment units of competency or equivalent qualifications.
- All of our assessments within our RTO will lead to issuing a statement of attainment or issuing qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
  - All of our Assessments will be:
    - **Valid** - Assessment methods will be valid. That is, they will assess what they claim to assess,
    - **Reliable** - Assessment procedures must be reliable. That is, they must result in the consistent interpretation of evidence from the learner and from context to context,
    - **Fair** - Assessment procedures will be fair so as not to disadvantage any learners. Assessment procedures will:
      - be equitable, culturally, and linguistically appropriate,
      - involve procedures in which criteria for judging performance are made clear to all students,
      - employ a participatory approach,
      - provide for students to undertake assessments at appropriate times and where required in appropriate locations.
    - **Flexible** - Assessment procedures will be flexible. That is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

**We will achieve this through:**

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

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## Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods alternative assessment methods if required to accommodate special needs or circumstances, and information will also be included at the start of each unit or course as to the assessment processes, number of assessments, and types of assessment.

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## Assessments Methods

Our assessments and assessment methods will ensure that -

We focus on the application of the skill and knowledge as required in the workplace, including:

- Task skills (actually doing the job)
- Task management skills (managing the job)
- Contingency management skills (what happens if something goes wrong)
- Job Role environments skills (managing your job and its interaction with others around you)

We ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff members are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal; see further details in the appeal process section.

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