

**Air Conditioning & Mechanical Contractors
Association of Australia Limited (AMCA)**

RTO # 5139

Student Handbook

Student Handbook

Version Control (AMCA RTO Purposes Only)

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Change History

Version	Authorise by	Approved Date	Effective Date	Significant changes
1	National RTO Manager – AMCA Australia	Intentionally blank	Intentionally blank	New Document
1.1	National RTO Manager – AMCA Australia	6 th December 2022	6 th December 2022	<ul style="list-style-type: none"> - Review date - Update to the Fees schedule - Update to invoice process 50% on commencement and 50% on completion - Updated unit CPCPCM4012A to CPCPCM4012 as the most approved and up to date unit
2	National Training Manager – AMCA Australia			<ul style="list-style-type: none"> - Review date - Updated MEM40412 to new training package MEM40422 (including all the unit codes) - As per new qualification MEM40422, we've replaced the unit MEM09201 with MEM13015 - Updated 'Student Selection' to include (Must complete a pre-training review) and complete a training commitment form (for Engineering Drafting students only)

Disclaimer

This guide is current.

Changes after this version number and effective date may affect the accuracy and currency of the information provided. Air Conditioning & Mechanical Contractors Association of Australia Limited (AMCA) takes all care to ensure the accuracy of information but reserves the right to vary information described in this guide without notice.

Related AMCA Policy and Procedure

This Student Handbook relates to the following AMCA Policy and Procedure:

Item	Name of Policy and Procedure
1	Administration and Records Management Policy and Procedure
2	Student Code of Conduct Policy and Procedure
3	Student Induction Policy and Procedure

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Introduction

This handbook includes general student induction information about the Air Conditioning & Mechanical Contractors Association of Australia Limited (AMCA) Registered Training Organisation (RTO).

About AMCA Australia's RTO

AMCA operates as an RTO registered with the Australian Skills Quality Authority (ASQA), complying with the requirements of the Vocational Education and Training Quality Framework.

AMCA only provides training to students that are:

- Directly employed by one of AMCA's industry members; or,
- Directly employed by one of AMCA's industry non-members

Policies and procedures relating to your training and assessment are available on request.

This handbook provides essential information relating to conditions and requirements relevant to your successful completion of training with AMCA.

On successful completion of all assessments associated with this course or program you have enrolled in; you will be issued with either a Statement of Attainment for the relevant units of competence or an official award in the relevant qualification you have completed.

Contact details for correspondence

AMCA RTO Officer Representative	Rasika Senadheera
Email	training@amca.com.au
Phone number	03 8830 2800
AMCA Australia Head Office Address	AMCA Australia 30 Cromwell Street Burwood Vic 3125
AMCA Training Room	Located on the ground level at AMCA House

AMCA Website

If AMCA's website is referred to within this document, please visit www.amca.com.au to obtain the relevant information.

AMCA Student Portal

AMCA's student portal can be found by visiting <https://amca.vtportal.com.au/StudentPortal>

Undertaking training

Welcome and thank you for choosing AMCA Australia Registered Training Organisation (RTO), Air Conditioning & Mechanical Contractors Association of Australia Limited (AMCA).

AMCA is committed to high-quality education and training which places you at the centre of training.

In this handbook you will find:

- Information about the qualification
- Information about fees and charges
- Information about how we deliver our training and how you will be assessed
- Information about Recognition of Prior Learning (RPL) and Credit Transfer (CT)
- Enrolment policies
- Complaints and appeals policies
- Responsibilities of all parties
- Our code of practice explains how we operate our business.

AMCA encourages individuals with disabilities to access our training programs.

The Role of the AMCA

The Air Conditioning & Mechanical Contractors Association of Australia Limited (AMCA), as a peak employer and industry coordinating body for the Air Conditioning and Mechanical Services industry, has increasingly become involved in industry training and career path development as a service to its member companies and their workforce.

AMCA harnesses the collective resources of its members to enhance the efficiency and effectiveness of the Air Conditioning and Mechanical Services industry. AMCA provides its members with a strong voice to promote their interests, as well as providing its members and the community with

- Valuable information,
- Education and training,
- Opportunities to meet, learn and share information,
- Representation at key government and industry forums

Features of the Industry

The Air Conditioning and Mechanical Services industry plays a vital role in modern living. The work carried out by the industry provides the 'living environment' of buildings.

The scope of the industry stretches from the design, construction and installation of air conditioning components through to commissioning, start-up and ongoing maintenance of systems.

The industry encompasses two main areas:

- Air Conditioning typically includes air purification, temperature/humidity control, air distribution and pressurisation.
- Mechanical Services includes the installation, replacement and general upkeep of a range of industrial components such as automated control systems, heating and cooling equipment, regulators and valves, flues and ducts.

Size and Volume

In Australia, the non-residential building sector provides over one-third of private investment in productive capacity.

The Air Conditioning and Mechanical Services industry plays a significant role in the non-residential construction sector. There has been a steady increase in the industry's proportion of total cost in modern buildings, now contributing between 10%-25% of value. This trend reflects the increase in client demand for more complex systems.

Employers and their Employees

The Air Conditioning and Mechanical Services industry is the largest employer of labour in the services sector of the construction industry.

Employment patterns in the Air Conditioning and Mechanical Services industry have changed as the sector's share of the total building value has increased. Specifically, this has meant that there are fewer unskilled workers and a rising proportion of the workforce with specialist skills.

This specialised workforce includes:

- Project Managers/Engineers
- Design Draftspersons
- Estimators
- Commissioning Technicians
- Plumbers
- Electricians
- Refrigeration Mechanics
- Sheet Metal Workers

Our commitment to you

AMCA is committed to providing a learning environment that is free from discrimination, harassment and bullying. Our policies aim to ensure all employees and students take responsibility for creating and nurturing an environment that fosters mutual respect and relationships free from discrimination, harassment and bullying.

AMCA is committed to:

- Providing a supportive and encouraging learning environment
- Promoting a climate conducive to effective learning
- Conducting training in a professional and ethical manner.

AMCA Training Team Members are committed to:

- Treating all students with respect and courtesy
- Ensuring all students are treated equally and fairly
- Maintaining currency in their vocational field of expertise and training and assessment practices.

Access and equity

AMCA is committed to providing a positive environment that values diversity and protects all members of the community from any form of discrimination or harassment and where all staff and students have the right to study and work.

Students are enrolled in training programs consistent with the requirements of the training program guidelines and wherever possible the principles of reasonable adjustment are implemented to meet specific student needs.

External support

If there is a requirement to access external support, please contact the Equal Opportunity and Human Rights Commission in your State.

Disclosure of information

Your personal or course details will not be released to a third party without your written authorisation. Where disclosure is made under compulsion of Federal and State law, AMCA will seek legal advice from its lawyers and/or insurers.

Equal Opportunity

AMCA will not engage in discrimination towards any group or individual in any form, inclusive of gender, race, nationality, religion, physical or intellectual disability, age or physical disease. This commitment applies to all services and operations of the company, including recruitment, assessment, and customer services.

AMCA will endeavour to provide assistance and support services to those students with special learning needs or those facing particular difficulties. Whilst AMCA will make every effort to accommodate the special needs of individuals, in those instances where successful course completion is unlikely AMCA will advise the applicant and assist the applicant in identifying a suitable alternative.

Legislation

As a registered training organisation AMCA is required to comply with relevant Commonwealth and State legislation including but not limited to:

- Copyright Act 1968 (Cwth)
- Equal Opportunity Act 1995 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Privacy Act 1988 (Cwth) – Amended 2012
- Racial Discrimination Act 1975 (Cwth)
- Sexual Discrimination Act 1984 (Cwth).

Course participants should also be aware that AMCA operations and all courses offered by us comply with the National Standards for Registered Training Organisations 2015 and state guidelines for vocational education and training providers. AMCA must meet these national and state-based requirements in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. You can be confident that the course(s) you undertake have been quality assured.

Policies

AMCA has developed several policies which guide the processes and procedures of staff and students. The relevant AMCA policies and procedures are available by request. Please contact AMCA's RTO Officer Representative to obtain copies of our policies and procedures.

Privacy

Your personal or course details will not be released to a third party without your written authorisation. Where disclosure is made under compulsion of Federal and State law, AMCA will seek legal advice from its lawyers and/or insurers.

Record Keeping

AMCA will maintain electronic records for students in a secured server or via AMCA's Student Management System.

Course applications

Student Selection

Students are selected for the relevant AMCA Training Program after they have been nominated by their employer. To be accepted into the programs, the applicant must meet the following criteria:

- Must be aged at least 18 years of age
- Must complete an online application
- Must complete a pre-training review
- Must complete a training commitment form (for Engineering Drafting students only)
- For Certificate IV in Project Management, it is preferable that they have 2yrs of construction, service or facilities management experience
- For Project Management, they must have at least 3yrs experience in a project management environment and must be currently working in a project manager role
- For Project Management, they must hold the qualification Certificate IV in Project Management Practice and 2 years Industry Experience as described above

Language, Literacy and Numeracy

AMCA understands the importance of skills in English Language, Literacy and Numeracy (LLN) and recognises that some applicants do not have the LLN skills they need to effectively participate in training and workplace communication.

AMCA Trainers and Managers can identify LLN skill levels and assist students with LLN skills needs in order to provide them with as much opportunity and support as possible to complete their learning and assessment requirements when attending AMCA courses.

AMCA requires completion of a specific Language, Literacy and Numeracy assessment prior to enrolment/course commencement. Arrangements will be made for you to complete and submit the LLN Assessment.

Please notify AMCA if you consider you may have language, literacy or numeracy concerns that may inhibit your participation in training or your progress during the course. AMCA will arrange support for you during the training and assessment and make reasonable efforts to modify delivery and assessment procedures to support your participation.

Medical Conditions

We must be made aware of any medications or restrictions that would put you or others at risk while attending your course. We ask that you notify your trainer/assessor and any staff that you will spend time with. For example, if you have diabetes there may be a time when staff need to know what should be done in an emergency (this may include advising AMCA staff that you have or may require an Epi-pen).

Enrolment Process

The application and enrolment process allows AMCA to collect accurate and true information on individual students and the course they are to undertake. This information enables AMCA to plan its resources and enables us to help identify the learning needs of each student. By filling out the electronic application form/enrolment form it will also ensure that regulatory requirements are met.

Completion of the Student Application/Enrolment Forms are compulsory and extremely important for any course in which you wish to complete. Every field in these forms requires your attention and completion.

Enrolment data is collected and stored electronically.

AMCA accepts all students right to privacy and will treat all students' information confidentially, in line with the AMCA Privacy Policy.

Credit Transfer (CT)

Credit transfer (CT) is awarded for units that have the same unit code and unit title. It also applies where the unit(s) of competency previously attained does not have the same unit code or unit title; however, the Training Package states that it is equivalent to the unit of competency being sought. Credit transfer can also be applied to other certification and formal learning such as tertiary qualifications where equivalence can be demonstrated.

You will need to provide original and/or certified documentation to support an application for Credit Transfer. If satisfied, you will receive full status and not be required to undertake additional training and assessments. If you think that you might be able to apply for a credit transfer, talk to your trainer/assessor.

If you are confused about whether to apply for national recognition or credit transfer, bring in your documentation and one of our staff will assist you.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) recognises the knowledge and skills you have gained through previous informal training and past work and life experience. Your prior training and experience must be deemed equivalent to the units you will be undertaking within your course, as AMCA must be satisfied that you are 'competent' in these unit/s prior to granting the RPL.

As a result, the granting of RPL is not always automatic, depending on when your prior learning/experience occurred and how this translates into the units in which you are enrolling. You may need to undergo some assessment prior to RPL being granted. In other instances, your provision of transcripts with past results may be sufficient.

If you are granted RPL, you will be partially or fully exempt from completing those parts of your course.

Applying for RPL

If you think that you might be able to apply for RPL you must apply within 30 days of commencing training.

You will be provided with an RPL Application Kit which includes an application form, a self-assessment tool, and instructions. A separate appointment will generally need to be made to assess your RPL application.

Training and assessment

Qualifications

MEM40422 Certificate IV in Engineering Drafting

To be awarded this qualification, competency must be demonstrated in 15 units of competency, consisting of:

- ✓ 4 core units
- ✓ 11 elective units.

BSB40920 Certificate IV in Project Management Practice

To be awarded this qualification, competency must be demonstrated in 9 units of competency, consisting of:

- ✓ 3 core units
- ✓ 6 elective units.

BSB50820 Diploma in Project Management

To be awarded this qualification, competency must be demonstrated in 12 units of competency, consisting of:

- ✓ 8 core units
- ✓ 4 elective units.

Units of competency delivered and assessed

1. MEM40422 Certificate IV in Engineering Drafting

Code	Name	Core / Elective	Pre-Requisite
MEM16006	Organise & communicate information	Core	✓
MEM16008	Interact with computing technology	Core	✓
MEM30012	Apply mathematical techniques in a manufacturing, engineering, or related environment	Core	
MSMENV272	Participate in environmentally sustainable work practices	Core	
MEM09229	Read and Interpret Technical Engineering Drawings	Elective	
MEM13015	Work safely and effectively in manufacturing and engineering	Elective	
MEM09204	Produce basic engineering detail drawings	Elective	✓
MEM09206	Produce drawings for mechanical services	Elective	✓
MEM09207	Produce drawings for reticulated services	Elective	✓
MEM09217	Prepare plans for pipe and duct fabrication	Elective	✓
MEM09218	Participate in drafting projects for building services	Elective	✓
MEM30031	Operate computer-aided design (CAD) system to produce basic drawing elements	Elective	
MEM30033	Operate computer-aided design (CAD) system to create and display 3-D models	Elective	✓
CPCWHS1001	Prepare to work safely in the construction industry	Elective	
CPCPCM4012	Estimate and cost work	Elective	

2. BSB40920 Certificate IV in Project Management Practice

Code	Name	Core / Elective
BSBPMG420	Apply project scope management techniques	Core
BSBPMG421	Apply project time management techniques	Core
BSBPMG422	Apply project quality management techniques	Core
BSBPMG423	Apply project cost management techniques	Elective
BSBPMG425	Apply project information management and communications techniques	Elective
BSBPMG426	Apply project risk management techniques	Elective
BSBOPS405	Organise Business Meetings	Elective
BSBPMG427	Apply project procurement procedures	Elective
BSBPMG429	Apply project stakeholder engagement techniques	Elective

3. BSB50820 Diploma in Project Management

Code	Name	Core / Elective
BSBPMG530	Manage project scope	Core
BSBPMG531	Manage project time	Core
BSBPMG532	Manage project quality	Core
BSBPMG533	Manage project cost	Core
BSBPMG534	Manage project human resources	Core
BSBPMG535	Manage project information and communication	Core
BSBPMG536	Manage project risk	Core
BSBPMG540	Manage project integration	Core
BSBSTR502	Facilitate continuous improvement	Elective
BSBPMG537	Manage project procurement	Elective
BSBPMG538	Manage project stakeholder engagement	Elective
BSBPMG539	Manage project governance	Elective

If you only complete some units then you will receive a “Statement of Attainment” to confirm which units of the course, you have successfully completed. This statement can be used at a later date to claim credit should you wish to return to your studies.

Training

AMCA is committed to providing an engaging, positive and productive training and learning experience. We work closely with our industry members to develop and deliver customised training, specific to each organisation.

Certificate IV in Engineering Drafting

For our Certificate IV in Engineering Drafting, a blended-learning mode of delivery is utilised which includes self-directed learning, self-paced workplace learning supported by face-to-face training at our training facilities.

Certificate IV in Project Management Practice

For our Certificate IV in Project Management Practice, we've chosen a blended-learning mode for this program and have created interactive content, supported by student workplace projects and assessment. This integrated program provides study materials and resources over the web managed by a learning management system while providing instructor-led, classroom training sessions as the main medium of instruction.

This blended learning approach enables AMCA to access online content directly into the classrooms whilst integrating it to form a cohesive part of a lesson or syllabus, rather than existing separately from what is being taught.

The workplace project and assessment component are essential for this course as it enables the students to:

- collect and provide evidence towards achievement of units of competency
- develop positive attitudes towards work
- practice skills acquired in a real time work environment
- develop additional employability skills and knowledge

In this program, the student assessment involves the completion of written tasks taken from the study guide and a workplace assignment document.

This Study Guide allows students considerable flexibility to organize their study routine allowing them to study at home and/or at their workplace.

Diploma in Project Management

The delivery of this program is heavily based on the student's current work experience. This practical approach allows the student to build on a real life that is analysed based on the units of the qualification

The program structure of this course is 20 weeks with classes that incorporate a traditional face to face delivery, distance learning such as activities with an average of minimum 12hrs/week of self-directed learning. It starts with an initial intensive week setting the groundwork and giving an introduction to each unit. On the 20th week, the student returns to AMCA f training facility for a second intensive week that covers all the units and reviews all of the learnings made and assessments completed.

The units of competencies are delivered and assessed as stand-alone units. Students submit their assessment as per the recommendation in the Study and Assessment Submission Schedule and upload it using the LMS in grouped format.

Learning Materials and Facilities

AMCA produces a range of materials to aid learning throughout the course. These include:

- Training room with interactive whiteboards, flipcharts and video conferencing facilities
- Learning Management System (LMS)
- Study guides
- Self-directed learning activities
- A suite of electronic media, including PowerPoint presentations and videos (simulation and demonstration)
- LLN Support
- Knowledge sessions, Industry Experts, SME owners, General Managers & Project Managers
- Project Management templates developed by certified Project Managers with extensive project management experience.
- Student Review Questions
- For in class use, Laptops with Microsoft Office Software, including Microsoft projects

AMCA offers a state of the art training facility, including a large training room with a SmartBoard and video conferencing capabilities, and two smaller break-out areas. All areas are supported by appropriate teaching equipment and housekeeping facilities.

Software and Equipment

For Certificate IV in Drafting Engineering, to ensure the students are using the latest in software technologies and equipment and that employers are providing an ideal learning environment within the workplace, a pre-enrolment check is completed to ensure employers can meet the educational outcomes of the qualification.

The check would include:

- Desk with suitable space
- PC loaded with the required software, Microsoft Office, CAD software etc
- 2 x Monitors
- Wide format Printer
- Drawing Rack
- Drawing Office Resource Library
- Internet Access

As for the Project Management qualifications, these programs are workplace based.

Work-based Learning

For the Certificate IV in Engineering Drafting, this qualification is delivered using a self-paced/ competency-based delivery approach to vocational education and training that emphasises what a person can do as a result of completing a program of training or through relevant experience and learning undertaken in the workplace.

Students have a designated and qualified workplace trainer and assessor or a workplace mentor who oversees their workplace training activities

For Project Management qualifications, these courses will incorporate a blended learning approach with traditional face to face delivery, including workshop sessions and distance/workplace learning.

- face to face (facilitator led) delivery: Incorporating numeracy evaluation, group work activities and discussion. Attendance is required in the face-to-face program as it is a key component of the knowledge sharing and exchange of ideas for industry expertise.
- Distance learning (self-paced): Self-paced activities, such as pre- reading, virtual sessions and/or exercises to be completed
- Workplace projects: It is expected that each student will complete a workplace project or task

The Project Management programs provide study materials and resources over the web managed by a learning management system.

The use of a blended learning approach enables AMCA to access online content directly into the classrooms whilst integrating it to form a cohesive part of a lesson or syllabus, rather than existing separately from what is being taught.

The workplace project and assessment component are essential for this course as it enables the students to:

- collect and provide evidence towards achievement of units of competency
- develop positive attitudes towards work
- practice skills acquired in a real time work environment
- develop additional employability skills and knowledge

In this program, the student assessment involves the completion of written tasks taken from the study guide and a workplace assignment document.

This Study Guide allows students considerable flexibility to organise their study routine allowing them to study at home and/or at their workplace.

Attendance

Your trainer will keep accurate records of your attendance. It is your responsibility to be on time each day of the course and attend for the duration of the course. Please note that if you are more than 30 minutes late you may be excluded from the class on the day. If it is occurring regularly, you will be excluded from the course.

If you are unable to attend, please make contact with the RTO Officer Representative and leave a message for the trainer/assessor. Absenteeism and lateness will be recorded and reported to the respective employers.

Supplementary training fees may apply if a student has to return for supplementary training sessions. This may occur if they are unable to complete the structured training within the allocated block date period as per the published calendar due to any kind of absenteeism.

Student notification of absence

Where the student is aware that they will not be attending a scheduled training session, the student must contact the RTO Officer Representative or the trainer and make alternative arrangements.

The trainer or RTO Officer Representative may request evidence of the circumstances of absence from the student, such as a medical certificate, letter or email from their employer.

Where the absence is more than one scheduled training day, the trainer will notify the RTO Officer. The RTO Officer will then check the progress of the student in accordance and make any necessary adjustments.

Students off-site during normal training hours

During break times it is permissible for you to leave the training centre for reasons such as running errands & getting lunch etc. Your code of conduct conditions outlined in this document still applies to you even though you are off-site from the training centre. This includes those students who are staying in accommodation that has been pre-arranged by their employers.

Building access

Please enter via the main front door only.

Car Parking and Transport

Limited onsite parking is available at your own risk. AMCA will not be accountable or responsible for any damage. We encourage all students to park in the parking bays surrounding the building. Please be aware of parking limitations as applied by the local Councils. Public transport options are available, for details of public transport options please visit your state's public transport website.

Class Breaks

During training short refreshments and longer meal breaks will be scheduled. A microwave, refrigerator, coffee and tea making facilities are available for students to use.

Please ensure you return from breaks on time. Students not following the Student Code of Conduct will face disciplinary action which may result in suspending or cancelling the student's enrolment.

Dress Codes

AMCA Australia is a place of business, therefore participants are required to dress in the appropriate attire. No thongs, shorts or singlets will be accepted.

For site visits, it is important to wear the correct PPE attire. Students are encouraged to bring their own PPE however AMCA Australia does have some items available on request.

Mobile Phones

All phones must be turned off during the training course, as a courtesy to the Trainer and other students. Mobile calls can be retrieved during breaks. In an emergency where you need to be contacted, please advise your trainer so that arrangements can be made.

Security

Do not leave handbags, laptops or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your belongings. AMCA accepts no responsibility for any belongings which may be stolen or go missing.

Evaluation and Feedback

AMCA values all feedback from students as it assists us in continuously improving the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive

Respect to Others

It is expected that the behaviour of all persons in the learning environment ensures a positive learning experience. Respect for other students and trainers is expected. Students are expected to behave professionally and consider others. AMCA retains the right to remove disruptive students from the classroom.

- You will be expected to treat staff and fellow students with respect and observe any conditions which may appear in this handbook or be raised during the course by a trainer.
- Inappropriate language and actions will not be tolerated
- In keeping with Equal Opportunity and Discrimination laws, no derogatory or prejudicial comments are acceptable to a person's culture, disability, age, gender, sexuality, or religion
- Harassment, bullying and intimidation of staff or fellow students will not be tolerated
- Treat facilities and equipment with due care and respect
- You are required to respect the rights of others and treat others in a manner that is fair and non-discriminatory

Leave of absence/enrolment suspension

Leave of absences/enrolment suspensions are only permitted for compelling and compassionate circumstances that may negatively impact learning, wellbeing or course progression, and are beyond the control of the student.

Circumstances that are generally beyond the control of the student and may negatively impact learning, course progress or wellbeing may include:

- Serious injury or illness where a medical practitioner or specialist advises the student will be unable to attend to learning and/or workplace responsibilities. A Medical Certificate must accompany the Student Leave of Absence Form
- Serious life-threatening illness has affected an immediate family member that requires the student's attendance and family support
- Bereavement of a close family member
- Involvement in or witnessing a serious accident
- Being the victim of crime
- A natural disaster affecting the student's immediate family where the student's presence is required to provide assistance and support.

To apply for a leave of absence or enrolment suspension, please ask the RTO Officer Representative for a Student Leave of Absence Form.

Student Discipline

The RTO Officer or National Training Manager will carry out disciplinary procedures and issue warnings to students and will carry out dismissal procedures or suspend a student from their course.

All serious offences must be reported to the National Training Manager and Chief Executive Officer as soon as possible. The report may be verbal but must be followed up in writing in the form of a report.

An offence involving the rules and regulations can lead to dismissal, even instant dismissal for an employee, or termination for a student. If you carry out a serious offence, AMCA will carry out the following process

AMCA will ensure that all the relevant facts are available. This may involve interviewing other personnel or students.

- Allow the student the opportunity to explain
- Consider the student's performance, duration on the course and past actions, including any warnings or reprimands issued in the past by their teaching staff/supervisor
- Issue a verbal warning to a person who breaches AMCA rules. The National Training Manager and Chief Executive Officer will be informed immediately after the warning is given. (Any staff member can issue a verbal warning)
- The National Training Manager or Chief Executive Officer will issue a written warning to a student after two verbal warnings have been given, or on any occasion in which a student breaches a rule, likely to lead to dismissal or suspension
- After a written warning has been issued, further breaches of AMCA rules may result in suspension or dismissal at the discretion of the management and training team
- AMCA will make decisions that are supported and justified, based on objectivity (actual performances and behaviour).

Notwithstanding the above, instant suspension or dismissal may occur if a student:

- Attends any AMCA course, while possessing or under the influence of alcohol and drugs
- Poses a physical threat to AMCA staff, student or property
- Is caught plagiarising or cheating in assessments
- Provides or supplies falsifying documents.

Where a dismissal occurs, all facts are kept confidential, unless the Chief Executive Officer deems the student to be a risk to AMCA and its students and staff. In an instance such as this, information will be disclosed only to reduce or manage such risks.

Students have the right to appeal the decision of dismissal in accordance with the complaints and appeals policy and procedures.

The Chief Executive Officer can suspend a student immediately should their behaviour cause any risks to AMCA staff and / or other students.

Assessment

At AMCA we recognise that assessment is a core service offered to our students and is at the centre of our operation as a Registered Training Organisation. Quality assessment ensures that the skills and knowledge of students are assessed using four principal determinants:

- That the assessment decisions are based on the assessment of skills and knowledge required by units of competence drawn from industry Training Packages.
- That the target industry or enterprise requirements are contextualised and integrated within the assessment if required.
- That evidence is gathered that meets the rules of evidence. That assessment is conducted in accordance with the principles of assessment.

Method of Assessment

The methods of assessment that may be used include the following:

- Observation Checklists
- Third Party Report/Workplace Output Checklist
- Portfolio of Evidence
- Workbook activities
- Workplace Assignment
- Questioning
- Verbal Questions - A qualified assessor or trainer will ask you questions. This could occur while you are working in the workplace or a classroom training session
- Online Delivery Assessment

Outcomes of Assessment

For each unit of competency, you will be assessed as either:

- Competent (C), or
- Not Yet Competent (NYC). If you receive an NYC assessment, your assessor will work with you to further develop your skills and knowledge, so that you can be re-assessed at a later date.

Assessment Decision

- Students that have been deemed Not Yet Competent (NYC) on their final assessment task will be provided one more chance to submit their work for reassessment.
- This must be resubmitted within 1 x week of notification of the result.
- Extensions may be provided for compelling circumstances, refer to the RTO Officer for more details.
- The result will be graded as either Competent or Not Yet Competent (NYC).
- Students that have been deemed Not Yet Competent (NYC) on completion of training and assessment have the option to re-enroll in the course if they wish to re-attempt, fees will apply.

Electronic Submission

All assessment items should be submitted online via the AMCA Learning Management System (LMS).

Assessments must be submitted by the specified due date indicated in the assessment guidelines unless prior alternative arrangements have been made either as below or via special circumstances.

In the unusual event of a technical failure, if a student is unable to submit their assessment item via the LMS, they are required to contact the AMCA. If there is a system error with the LMS that won't be resolved until after the assessment due date, the AMCA will arrange extensions that are required for the entire class.

If the Technical failure is a personalised problem for an individual student, the student must contact their trainer or the RTO Officer AMCA to request an extension.

No extensions will be granted for electronic submission unless a prior alternative arrangement has been made.

Special consideration in assessment

If you are experiencing circumstances beyond your control that are impacting your ability to meet the assessment requirements of the course, you should discuss this with your Trainer/Assessor as soon as possible, and in all instances before the due date of an assignment or the administration of an assessment task.

Depending on the nature of your request, the matter may be resolved by the trainer/assessor or be referred to the RTO Officer or AMCA National Training Manager for further consideration. In some instances, you may be required to write a letter or email to the National Training Manager and include the reasons for requiring the special consideration. Evidence to support the request (e.g. doctor's certificate) may also be required.

Based on the information provided, the AMCA National Training Manager in consultation with the RTO Officer and your trainer/assessor will determine if the request for special consideration is approved or not approved. You will be advised in writing of this decision, and if approved, the changes will take place regarding the assessment process.

Request for extension of Assignment

If circumstances beyond your control will prevent you from completing an assessment task by the due date, you are advised to discuss this with the respective assessor who may require you to submit the Application Extension Form directly to AMCA and a copy should be attached to your assignment upon submission. Requests for extension must be received at least **five working days** prior to the due date of submission and clearly outline the reasons for requesting the extension. Requests based on medical grounds **MUST** be accompanied by a medical certificate.

A copy of the Application for Assignment Extension Form is available upon request and is also available for download from the Learning Management System.

Based on the request, the assessor will determine whether an extension of the submission due date will be granted or not granted.

Resubmission of Assignment

In the event, that you are required to resubmit your assignment, you will be given 2 weeks from the date of notification which will be sent to you via email from the Learning Management System when the Assessor posts your assignment outcomes

Assessment Appeals Process

A student has the right to appeal the outcome of an assessment. In the first instance, students should discuss the assessment outcome with the nominated assessor if they feel comfortable doing so.

If a student does not wish to speak to the assessor directly, they can appeal by completing a Complaints and Appeals Form or contacting the RTO Officer Representative directly.

The Complaints and Appeals Form should be forwarded to the RTO Officer Representative within 28 days of the incident.

Within 24 hours of receipt, the RTO Officer Representative will contact the appellant to acknowledge receipt of the appeal. The RTO Officer Representative will investigate the appeal and assign an independent assessor to conduct a reassessment within a reasonable timeframe.

If a student is not satisfied with the outcome of an assessment, they may appeal the decision within 10 days of receiving the assessment outcome by completing the Complaints and Appeals Form and speaking to the assessor or RTO Officer Representative to request a review of the evidence.

Students appealing an assessment outcome are welcome to bring a third party to any interview or discussion relating to the appeal. If the student is under 18 years old, a parent or guardian is requested to attend the interview/discussion.

Where an appeal is granted, and the student is found competent, a new assessment outcome is issued and validated by the Chief Executive Officer.

Where a student remains dissatisfied, they may request the matter be further reviewed by an external dispute resolution process. The Chief Executive Officer may employ an independent and external assessor to review the evidence. This may require the student to undertake the assessment again in providing evidence of their competency to the appointed assessor

The student may be required to contribute towards the costs of the external assessor.

If a student remains dissatisfied, they can refer the matter to the Australian Skills Quality Authority (ASQA). Further details can be obtained at [Making a complaint | Australian Skills Quality Authority](#) or by telephoning the ASQA Info Line on 1300 701 801 or by emailing enquiries@asqa.gov.au

Plagiarism and Cheating

Plagiarism and cheating are serious breaches of conduct and may result in suspension or expulsion from your course.

Cheating includes but is not necessarily limited to:

- Submission of work that is not the student's own for papers, assignments or examinations
- Submission of work that has been stolen purchased or borrowed
- Submission or use of falsified data
- Collaboration in the preparation of an assignment, unless such collaboration is specifically permitted or required by the assessor
- Submission of the same work for credit in two courses.

Plagiarism means to take and use another person's ideas or work without acknowledgement. Whether inadvertent or deliberate plagiarism includes the following:

- Word-for-word copying of sentences or whole paragraphs from one or more sources, or presenting substantial extracts from books, articles, internal reports, lecture notes, CD's or the internet, without clearly indicating the origin
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work
- Use of another person's ideas, work or research data without acknowledgement
- Copying computer files without clearly indicating their origin.

To avoid Plagiarising, it is essential to acknowledge all sources in all assignments submitted for marking. Acknowledgement may be in the form of footnotes, endnotes or any other textual references. A reference list must be included at the end of an assignment if any acknowledgements have been made within the assignment, including sources that have been referred to but not cited within the assignment

Further information about cheating and plagiarism including preventative strategies can be found in the Plagiarism and Cheating Policy and Procedure, available on the AMCA website.

Complaints

If you have a concern about any aspect of your course, or if a problem arises between you and another student, or you and a member of staff, there are several options available to you which are detailed in the AMCA Complaints and Appeals Policy and Procedure.

AMCA will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

A copy of the Complaints and Appeals Policy and Procedure is available on the AMCA website.

AMCA is committed to providing students with the best possible environment in which to study or work. The organisation understands that on occasion, there may be instances of dissatisfaction and acknowledges that the cause(s) must be addressed and rectified promptly.

External appeal process

The federal government has launched the National Training Complaints Hotline. This is a service that allows students or employers to complain about an RTO or service. Your call will be directed to the “most appropriate organisation to assist them”.

This would usually be dependent upon the complaint type and the registration authority of the RTO. For AMCA the registration authority is the Australian Skills Quality Authority (ASQA)

Students can register a complaint with the National Training Complaints Hotline by:

Website: <https://www.dese.gov.au/national-training-complaints-hotline>

Phone: 13 38 73, Monday – Friday, 8am to 6pm Nationally

Email: NTCH@education.gov.au

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.

Third-Party Complaints

AMCA undertakes all training and delivery at its premises and does not recruit students via a third party. If this does change, the students or staff can make a complaint or appeal any decision or action taken on behalf of AMCA.

Informal Complaint

Students/staff are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. A student or staff member (complainant) may raise an informal complaint by contacting their educator or any staff member with whom they feel comfortable. Staff members should contact the Chief Executive Officer for informal resolution.

At all times, each complaint brought to anyone’s attention needs to be informally resolved if possible before it becomes a formal complaint or appeal.

Formal Complaint

This procedure can be utilised to submit a complaint of an academic or non-academic nature. Complaints of an academic nature include matters related to student progress, assessment, curriculum and awards in a VET course of study. Complaints of a non-academic nature cover all other matters including complaints concerning personal information that AMCA holds in relation to the student or staff member.

During all stages of this procedure AMCA will take all steps to ensure that:

- the complainant will not be victimised or discriminated against.
- the complainant has an opportunity to formally present their case and each party to the complaint may be accompanied and assisted by a support person at any relevant meetings.
- a full explanation in writing for decisions and actions taken as part of the process will be provided if so, requested by the complainant;
- where the internal or external complaint handling or appeal process results in a decision that supports the complainant or appellant, AMCA will immediately implement any decision and/or corrective and preventative action required and advise the complainant/appellant of the outcome.

There is no cost to the complainant for utilising these complaints and appeals process.

At all meetings, the complainant may have a support person present. If the complainant is under the age of 18, the parent or guardian must also be present.

Timelines

While AMCA will endeavour to keep to stated timelines, it may be necessary due to the complexity of the complaint or appeal, to take longer than the 5 days. In such case, the parties concerned will be advised and specifically, if the process is expected to take longer than 60 days, formal written notification explaining why such time framing is required will be sent to each party concerned and will be advised as to the progress of the process.

Stage One – Formal Complaint

Formal complaints must be submitted in writing to the RTO Officer Representative on the Complaints and Appeals Form available from a staff member, via AMCA's website.

- Within two working days of receiving a formal complaint, the National Training Manager and the Chief Executive Officer are to be advised that a complaint has been received. The complaints process will commence within 5 (five) working days of the receipt of the written complaint and all reasonable measures will be taken to finalise the process as soon as practicable. The complainant will be informed, in writing, within this five (5) day period of the receipt of the formal complaint.
- The RTO Officer Representative will seek to clarify the outcome that the complainant hopes to achieve. If the complaint concerns the staff member, then the complaint may be heard by the National Training Manager and Chief Executive Officer.
- Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them and there is no cost to the complainant for the process.
- The RTO Officer Representative or Human Resources Representative or their nominee will endeavour to resolve the complaint and provide in writing to the complainant the steps taken to address the complaint, including the reasons for the decision, within 5 (five) working days of the complaint process commencing. A complainant may appeal the complaint outcome decision.

Stage Two – Internal Appeal

If a complainant is dissatisfied with the outcome of their formal complaint process, they may lodge a written appeal (using AMCA Complaints and Appeal Form) with the Chief Executive Officer (who is senior to the original decision maker) within 5 (five) working days of the complaint process outcome.

The National Training Manager may decide on the appeal or convene an independent review panel (who are not a party to the original complaint) within 5 (five) working days of receiving the written request. If heard by a review panel, the panel will review the dispute between AMCA and the appellant, reporting to the National Training Manager within 5 (five) working days of receiving the appeal.

The National Training Manager will provide a written report which is part of the Appeals Form to the appellant advising the outcome of the appeal, additional steps taken to address the complaint and the reasons for the decision within 5 (five) working days of receiving the appeal decision. The report will further advise the appellant of their right to access the external appeals process if they are not satisfied with the outcome of their appeal.

Stage Three – External Appeal

If the matter remains unresolved after the review panel or National Training Manager presents the appeal process findings in writing, the appellant may make a written request to the National Training Manager that they wish the matter would be dealt with through an independent external dispute resolution process. AMCA, in consultation with the appellant, will appoint a mutually agreed independent external mediator within 5 (five) working days.

The appellant or the respondent may ask another person to accompany them to meetings with the mediator.

The mediator will report to the National Training Manager, the outcome of the mediation, including any recommendations arising, within 5 (five) days of the completion of the review. Once the National Training Manager receives the report of the outcomes from the independent mediator, they will provide a written report to the appellant within 5 (five) working days on the recommended actions to resolve the appeal.

AMCA agrees to be bound by the independent mediator's recommendations and the National Training Manager will ensure that any recommendations made are implemented within 5 (five) days of receipt of such a decision.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statutes or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's right to pursue other legal remedies.

Contact information of an external third party "Resolution Institute":

Website: <https://www.resolution.institute/>

Phone: 02 9251 3366, **Email:** infoaus@resolution.institute

Enrolment/Employment Status

Where a student chooses to access this policy and procedure, AMCA will maintain the student's enrolment while the complaints and appeals process is ongoing.

Record Keeping and Confidentiality

A written record of all complaints handled under this procedure and their outcomes shall be maintained for five years to allow all parties to the complaint appropriate access to these records, upon written request to the National Training Manager or Chief Executive Officer. The confidential record of the complaint or appeal process will be part of the student record held securely within the student's file.

Requirements of being a student at AMCA

Code of conduct

Principles

Students who are enrolled for training with AMCA should adhere to the following principles:

- Display a commitment to learning and to achieving success
- Be responsible and accountable for their learning, behaviour and decisions
- Actively participate in all activities and learning experiences
- Work in harmony and respect the rights and opinions of AMCA Trainers and other students
- Treat others as they would like to be treated.

General code of behaviour

AMCA requires students to behave in ways that are physically and psychologically safe so that the Training Centre environment is conducive to effective learning.

Students are required to:

- Be punctual at all times so that fellow students are not disadvantaged by lateness or early departure from scheduled classes
- Contact their employer and the AMCA Australia before 8.30 am if they are not able to attend training that day
- Arrive at all scheduled classes with your relevant materials and equipment
- Refrain from using electronic equipment including mobile phones, iPods, etc. during training unless instructed to do so
- Use acceptable language at all times
- Respect other people's rights to hold different positions and views of society
- Refrain from discriminating against others for their beliefs, nationality, religion, age, gender or associations.

Conduct within the training centre

AMCA requires students to comply with the following:

- Safety regulations must be adhered to at all times
- Clothing that reflects AMCA or employer dress standards is required
- No smoking within the boundaries of the Training Centre
- All reasonable instructions/directives from the AMCA trainer must be followed and tasks must be performed to the best of the student's ability
- Maintain a clean and safe classroom and work environment.

Improper or inappropriate behaviour

Improper or inappropriate behaviour includes but is not limited to:

- Unapproved/habitual lateness or absenteeism
- Disobedience
- Recklessness
- Persistent disruptive behaviour

- Plagiarism or cheating
- Taking photographs or filming other students or the AMCA trainer without their permission, also includes posting on Facebook, Instagram or any other social media channel without permission
- Refusing to participate when required in group activities & /or refusing to participate in any relative learning activities requested of you by the trainer/assessor.
- Behaviour that constitutes making threats, coercion, discrimination, victimisation or harassment including sexual harassment
- Engaging in verbally abusive or hostile behaviour which affects another student or the AMCA trainer or another staff member
- Fighting or engaging in any form of violent behaviour or physical assault
- Possession of firearms, explosives, weapons, or other illegal items at the Training Centre
- Attending for training under the influence of alcohol and/or illegal drugs
- Smoking, consuming alcohol or using illegal drugs at the Training Centre
- Stealing: this will always be reported to the police
- Plagiarism or cheating in any test or examination
- Acting in an unsafe manner that places themselves or others at risk
- Willfully or accidentally activating fire or security alarms which result in the call out of emergency services such as police, ambulance or fire services; if this occurs, the student concerned will be liable for whatever costs are incurred by their action
- Any activity and/or behaviour, on or off the premises of the Training Centre, that in the opinion of AMCA, is designed, or considered likely, to bring AMCA into disrepute.

Disciplinary Procedures

AMCA adheres to the principles of adult learning, aims to create a learning environment that facilitates the learning of all students without interference or disturbance from others, and encourages students to respect and protect the rights of others. Students are expected to adhere to the Code of Conduct and behave professionally.

Students who are in breach of the Code of Conduct may face disciplinary action. Breaches include but are not limited to:

- Wilful damage or removal of AMCA property (including damaged or broken tools and equipment due to negligent use of them)
- Assault or harassment (physical or verbal)
- Cheating or attempting to cheat or assisting any other student to cheat by any means
- Negligent or disorderly conduct towards a staff member or student
- Being under the influence of alcohol or drugs
- Smoking in non-smoking areas
- Infringing copyright.

In addition, students should also note that enrolment may be suspended or discontinued by AMCA's National Training Manager for:

- Behaviour that threatens the safety of others, interferes with the duties of staff or other participant's study, damages or threatens AMCA property
- A second incident of cheating or plagiarism.

Disciplinary action may include, but is not limited to:

- Absenteeism and lateness will be recorded and reported to the relevant employer
- Any behaviour, which is dishonest, offensive or is detrimental to the learning or safety of an individual or group, will result in a verbal warning and possible counselling
- Formal notification of any breach of this code of conduct will always be communicated to the relevant employer
- AMCA may seek financial compensation for the repair or replacement of any damage caused to tools & equipment due to negligent use of them
- Any student who displays dysfunctional, threatening or ongoing disruptive behaviour may be asked to leave the session and/or the training program
- If any student is asked to leave the training program, the relevant employer will be informed in writing and supporting documentation will be provided. This may result in the loss of employment or work-related privileges, as decided by the employer

- Any student attending AMCA, who is considered by the AMCA Trainer to be plagiarising and/or cheating will be addressed as per AMCA's Plagiarism and Cheating Policy and Procedure and the relevant employer notified
- Any student attending training, who is considered by the AMCA Trainer to be affected by drugs or alcohol, will be immediately stood down for the day and the relevant employer notified.

Student Rights and Responsibilities

Student Rights

Students have a right:

- To be treated fairly and not discriminated against based on age, race, colour, nationality, ethnicity, breastfeeding, sexual orientation, disability, status as a parent or carer, gender identity, lawful sexual activity, physical features, religious beliefs, pregnancy, medical history, sex, political beliefs, religious activities, political activities, marital status or criminal record
- Not to be harassed or made to feel intimidated, offended or humiliated
- Not be subjected to sexual harassment
- To receive appropriate flexibility, e.g. to care for children, due to religious activities or for cultural responsibilities
- To have concerns dealt with promptly and fairly
- To have personal information protected from unauthorised access or disclosure
- To be provided with courses that are reflective of individual needs and learning styles
- To appeal the results of any assessment
- To be provided with a safe, professional and clean training and assessment environment
- To be provided with adequate information about enrolment, courses and relevant policies and procedures
- To request recognition of learning that may have occurred through structured training or life, work, education or other experiences.

Student Responsibilities

Students have a responsibility:

- Not to discriminate against or have the potential to make another student, staff member or person feel intimidated, humiliated or offended
- Notify AMCA of any changes to your personal details or update via the student portal
- Behave acceptably and appropriately towards other students and staff
- To follow required procedures as directed by AMCA employees
- To perform all tasks requested of them by their trainer and assessor, this includes formal &/or informal (non-assessable) learning tasks.
- To submit all required course work by the due date or negotiate a suitable extension if the need arises
- To make a request to the trainer if they wish to keep a copy of all written work for their records
- Not to engage in plagiarism, collusion or other forms of illegal work assistance
- Not to provide false or misleading information
- Request assistance when required
- Be punctual for training and assessment classes/appointments.
- Perform any other reasonable tasks asked of them by their trainer (e.g.: clean & tidy the classroom before leaving the training facility)

Management of the student 'On the Job training log' (Cert IV Engineering Drafting Only)

The purpose of the *Training Log* is to record the supervised and unsupervised hours a student has completed against each unit throughout the month. The log is then signed off by Workplace Mentor and Student. A copy is uploaded to AMCA Learning Management System. On the Job Training log is to be collected last Friday of each month

A separate section for Industry knowledge sessions and webinar's (video and PowerPoint) is available to assist and support a student with unit content and assessment information. The Learning Management System can produce a report of the dates and duration of the student training log in history. The student training log in ID is also their Student ID.

Changes to personal details

Please login to the student portal to update your details yourself. Alternatively, notify the RTO Officer Representative if your name, address, phone number, employment status or other relevant personal details have changed. This ensures that you receive correspondence promptly and that we contact the appropriate person in case of an emergency.

Accessing your records

Students have reasonable rights to access their records of participation in training and assessment provided by the AMCA.

Students can access their training records at any time by contacting the RTO Officer Representative. Depending on the nature of the request students will either be provided with the information immediately or will be advised that the information will be provided to them after the information has been extracted from our recording systems. Records that have been securely archived off-site may take some days to access.

Only students will be given access to their records, proof of identification will be required. No other person or party will have access without the student's authorisation. In some cases, students may be required to put a request for information in writing to AMCA's National Training Manager (this will depend on the information being sought).

AMCA may provide updates to a student's employer in the form of a report outlining the student's progress.

AMCA may comply with ad hoc requests for records of participation from students.

If you require more information, please request a copy of AMCA's Privacy Policy and Procedure and Student File Record Management Policy from the RTO Officer Representative.

Feedback

Your feedback is important to us, so please provide us with your thoughts at any time during the course. A formal feedback process, via online surveys, will be conducted at key points during the course and we thank you for taking the time to complete these.

Health and safety

AMCA is committed to ensuring that students and staff are safe from injury and risk to health and welfare while on our premises. You must observe safety regulations and wear appropriate safety clothing, eye/face protection and footwear during classes and work placements that require such precautions. You must also use any safety equipment that the course requires. You may be refused entry to a class or work placement if you are not wearing the appropriate safety clothing and footwear or fail to abide by safety procedures.

Accidents/first aid

If you need help in an accident/first aid situation, several AMCA staff are trained in first aid.

(Please refer to page 10 – regarding Epi-pens).

A first aid kit is located in the training room on the wall and the AMCA trainer/staff will outline their location on the first day of training.

Please note that any kind of medication containing Paracetamol (e.g. Panadol/paracetamol) will not be administered by AMCA staff, however, you can bring and administer your own if required.

Accidents, injuries or near misses must be reported **IMMEDIATELY** to your trainer/assessor.

Fire and evacuation procedure

In the event of a fire or other emergency requiring evacuation, a loud horn will sound. In response, students and staff must vacate the building and make their way to the AMCA assembly point. The assigned trainer/assessor will bring the attendance record and check that all students are accounted for.

Security

Students are advised not to leave bags or other valuables unattended, as no responsibility will be taken for items lost or stolen.

Sexual harassment

It is unlawful for anyone to be sexually harassed in employment, accommodation, education and in the provision of goods or services. Sexual harassment includes unwelcome sexual advances, requests for sexual favours and other verbal or physical conduct of a sexual nature. Verbal and physical conduct includes such things as jokes, words or gestures which create an offensive or hostile environment.

AMCA is committed to an environment which eliminates sexual harassment and if you feel that you have been subjected to such harassment you should contact your trainer/assessor, AMCA's National RTO

Manager and/or lodge a complaint via the Complaints and Appeals process, details are available on the AMCA website.

Smoking

Smoking is not permitted inside AMCA premises.

Refund of fees and charges

Full-Fee Paying Fees and Charges

The annual cost of the AMCA Australia Programs is as followed (This training does not attract GST).

MEM40422 Certificate IV in Engineering Drafting Fees

Costs	AMCA NON-Member	AMCA Member
Course Costs	\$17,190 per student*	\$12,650 per student*
Replacement Certificate or Statement of Attainment	\$25	
Recognition of Prior Learning (RPL)	Students will be charged a fee for each unit they undertake through recognition of prior learning. This is calculated by the total cost of the course minus the \$1500 enrolment fee and divided by the number of units in the qualification. (Example. Member price for Certificate IV in Engineering Drafting is \$12,650 - \$1,500 enrolment fee = \$11,150 /15 units = \$743.34 per unit).	

MEM40422 Certificate IV in Engineering Drafting Fees Schedule

Member Status	AMCA NON-Member	AMCA Member
Enrolment Fee	\$1,500 (Non-Refundable Deposit) **	\$1,500 (Non-Refundable Deposit) **
Invoiced Per Unit - 50% at the commencement - 50% on completion	\$1,046.66 x 15 Units	\$743 x 15 Units
TOTALS	\$17,190 per student*	\$12,650 per student*

*Paid by Employers

**Please refer to the AMCA Refund and Cancellation Policy

BSB40920 Certificate IV in Project Management Practice Fees

Costs	AMCA NON-Member	AMCA Member
Course Costs	\$6,655 per student*	\$4,895 per student*
Replacement Certificate or Statement of Attainment	\$25	
Recognition of Prior Learning (RPL)	Students will be charged a fee for each unit they undertake through recognition of prior learning. This is calculated by the total cost of the course minus the \$1500 enrolment fee and divided by the number of units in the qualification. (Example. Member price for Certificate IV in Project Management Practice is \$4,895 - \$1,500 enrolment fee = \$3,395 / 9 units = \$377.20 per unit).	

BSB40920 Certificate IV in Project Management Practice Fees Schedule

Member Status	AMCA NON-Member	AMCA Member
Enrolment Fee	\$1500 (Non-Refundable Deposit) **	\$1500 (Non-Refundable Deposit) **
Invoiced Per Unit - 50% at the commencement - 50% on completion	\$573 x 9 units	\$377 x 9 Units
TOTALS	\$6,655 per student*	\$4,895 per student*

*Paid by Employers

**Please refer to the AMCA Refund and Cancellation Policy

BSB50820 Diploma of Project Management Fees

Costs	AMCA NON-Member	AMCA Member
Course Costs	\$10,295 per student*	\$7,920* per student*
Replacement Certificate or Statement of Attainment	\$25	
Recognition of Prior Learning (RPL)	Students will be charged a fee for each unit they undertake through recognition of prior learning. This is calculated by the total cost of the course minus the \$1500 enrolment fee and divided by the number of units in the qualification. (Example. Member price for Diploma in Project Management is \$7,920 - \$1,500 enrolment fee = \$6,420 / 12 units = \$535 per unit).	

BSB50820 Diploma of Project Management Fees Schedule

Member Status	AMCA NON-Member	AMCA Member
Enrolment Fee	\$1500 (Non-Refundable Deposit) **	\$1500 (Non-Refundable Deposit) **
Invoiced Per Unit - 50% at the commencement - 50% on completion	\$733 x 12 units	\$535 x 12 units
TOTALS	\$10,295 per student*	\$7,920 per student*

*Paid by Employers

**Please refer to the AMCA Refund and Cancellation Policy

- Invoices are issued to the employers 50% at the commencement of each unit of competency and the remaining 50% at the completion of each unit of competency
- No fees and charges are collected from the student
- No fees in excess of \$1500.00 are collected at any stage
- Once the student is enrolled into AMCA's course, AMCA's Finance Management representative will raise an invoice
- AMCA may alter its fees and charges based on the following:
 - Students experiencing financial hardship
 - Student being disadvantaged
 - Other circumstances
- There are no fees associated with the national recognition of credit transfer (CT) process.
- Students will be charged a fee for each unit they undertake through recognition of prior learning (RPL). This is calculated by the total cost of the course minus the \$1500 enrolment fee and divided by the number of units in the qualification. (Example only. Member price for Diploma of Project Management is \$7,920 - \$1500 enrolment fee = \$6,420 /12 units = \$535 per unit).
- Payments to AMCA are to be via Electronic Funds Transfer when AMCA invoice is issued.

Course cancellation

Course cancellation: In the unlikely event of a training course being cancelled by AMCA, all students enrolled in the course will have the option of being transferred to a later course or having a full refund of monies paid. Refunds will be distributed in the form that fee payment was received i.e. cash, cheque, credit card or EFT.

Course withdrawal

Course withdrawal: If you withdraw from a course before the conclusion of the first week of scheduled block training your employer will receive a full refund. Refunds will be distributed in the form that fee payment was received i.e. cash, cheque, credit card.

If you withdraw from a course after the first week of scheduled training your employer will receive a refund for any scheduled block training periods that have not yet commenced.

Further information can be found below in section 9.5 and within AMCA's Charges, Fee Protection and Refunds Policy and Procedure or website.

Refunds / Cooling Off Period

AMCA is committed to a refund process which is prompt, accessible and easily understood by students/employers.

- Students and the employer receive information regarding refunds during enrolment
- To apply for a refund, the student or employer will need to complete the Refund Request Form
- The enrolment fee of \$1,500 is non-refundable unless AMCA is notified in writing a minimum of 10 business days prior to the course commencement date
- Student substitutions will be considered if they fit the course criteria and notification must be in writing to AMCA
- Refunds will be paid automatically only upon receipt of a student course withdrawal application

Please note, as part of the cooling off period, a full refund of student fees paid will be reimbursed if a student withdraws prior to the end of the first week of block training in the first year of enrolment

The statutory cooling-off period in accordance with the Australian consumer law is 3 days from the point of the agreement being made (enrolment/commencement of training). AMCA offers 1 week cooling off period as highlighted out in the previous point

Student fees are non-refundable once they are past the relevant training that the fees relate to

Refunds will also be paid in the following circumstances:

- AMCA reserves the right to cancel a course if an insufficient number of students enrol in it. For the same reason, AMCA may change or postpone course dates when circumstances beyond its control require it to do so. AMCA will fully refund all of a student's fees in the unlikely event it cancels their course.
- AMCA will give a student pro-rata credit if they cannot continue the course for unavoidable reasons. They can use the credit to pay for the same course at a future date. They cannot transfer the credit to another person in their company. The credit is non-refundable
- AMCA intends to be fair and reasonable in the application of refunds and may apply additional discretionary refunds in exceptional circumstances
- To apply for a refund, students and/or employers should submit a request in writing to AMCA within 14 days of a student's withdrawal
- An employer can choose to transfer the enrolment to another person, but they must tell AMCA this, in writing, before the course starts. The enrolment requirements of some courses may restrict substitutions depending on the amount of notice provided. AMCA reserves the right to confirm substitution.
- In the unlikely event that AMCA ceases to deliver a qualification in which a student is enrolled, AMCA will transfer any currently enrolled students to another RTO that is able to deliver the remaining training and assessment. AMCA will not be liable for associated costs (such as travel and accommodation to the new RTO).

Support Services

On the enrolment form, you are encouraged to identify any barriers to learning or special needs that may affect your ability to complete the course, including language literacy and numeracy concerns. Based on this information, along with the information you provide during the course, AMCA will identify any individuals with special learning needs and will endeavour to provide general learning support.

Such support may include:

- The provision of one-on-one training
- Additional practical hands-on experiences
- Additional time to complete assessments
- The use of graphics to support learning materials
- The provision of additional reference material.

At any time during your course, if you require support, your trainer is a good place to start. Where the required support is beyond the scope of AMCA, students may seek the support of or will be referred to relevant external agencies. Additional support is also available in the student mentoring program as well as through the Australian Government's Industry Specific Mentoring Program (ISMAA).

Please note any costs incurred as a result of consulting with an external agency will be met by the student.

External Support Services

External support services include but are not limited to:

Australian Government – Department of Human Services - <i>Students and trainees</i>	www.humanservices.gov.au/customer/themes/students-and-trainees
Salvation Army	www.salvos.org.au 13 72 58
Australian Council of Adult Literacy (ACAL)	www.acal.edu.au
Victorian Adult Literacy, Numeracy and Basic Education Council	www.valbec.org.au
Queensland Council of Adult Literacy (QCAL)	www.qcal.org.au/index.php
NSW The Reading Writing Hotline	www.readingwritinghotline.edu.au
Beyond Blue - Victoria	www.beyondblue.org.au 1300 22 46 36 info@beyondblue.org.au
Lifeline	www.lifeline.org.au 13 11 14
Turning Point Alcohol and Drug Centre	www.turningpoint.org.au 1800 888 236
Gamblers Anonymous	www.gansw.org.au
Gambling Help Online	www.gamblinghelponline.org.au 1800 858 858
Alcoholics Anonymous	www.aa.org.au
WorkSafe Victoria	www.worksafe.vic.gov.au 1800 136 089 info@worksafe.vic.gov.au
Workcover NSW	www.workcover.nsw.gov.au 13 10 50
Workcover Queensland	www.worksafe.qld.gov.au 1300 362 128
Australian Government – Department of Immigration and Border Protection, Translating and Interpreting Service (TIS National)	www.tisnational.gov.au 131 450
Victorian Interpreting and Translating Service	www.vits.com.au 03 9280 1941
NSW Interpreting and Translating Service	www.crc.nsw.gov.au/services/language_services 1300 651 500
Queensland Interpreting and Translating Service	Please refer to Translating and Interpreting Service (TIS National)
Supporting People Experiencing Learning Difficulties (SPELD)	www.speld.org.au 07 3391 7900
Reading Writing Hotline	www.readingwritinghotline.edu.au 1300 655 506