

AMCA Accredited Qualifications

AMCA

Student Handbook

v.2 2025



Find out more
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amca.com.au



Disclaimer

This guide is current.

Changes after this version number and effective date may affect the accuracy and currency of the information provided. AMCA takes all care to ensure the accuracy of information but reserves the right to vary information described in this guide without notice

Version Control

Responsible team member	National Training Manager, Air Conditioning & Mechanical Contractors Association of Australia Limited (AMCA Australia)
Contact team member	RTO Officer – Air Conditioning & Mechanical Contractors Association of Australia Limited (AMCA Australia) e: training@amca.com.au p: 1300 475 615
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Version	Authorisation	Approved Date	Effective Date
1.0	National Training Manager – AMCA Australia	30 th June 2025	30 th June 2025

Change History

Version	Authorise by	Approved date	Effective Date	Significant changes
1.0	National RTO Manager – AMCA Australia	Intentionally blank	Intentionally blank	<ul style="list-style-type: none"> New Student Handbook to align with the new ASQA 2025 Standards

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Welcome

Welcome and thank you for being a part of 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 the students at the centre of training delivery.

- In this handbook you will find:
- Standards and ethics
- VET arrangements at AMCA
- The AQF
- Trainer role and responsibilities
- Student management
- Delivery and assessment of the training programs
- Awards
- Complaints and appeals processes
- Continuous improvement and feedback processes

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

Marketing Promotions Procedure

Marketing Materials Processes

- Marketing materials will be created or updated in the following circumstances:
 - As part of the course development process (including course updates)
 - For specific marketing/sales campaigns
 - As part of the continuous improvement cycle
 - Due to changes in procedure, regulations, legislation or funding agreements
 - Any other ad-hoc marketing concept.
- Any staff member may propose the creation or update of marketing material with the Marketing representative or communicating this via a team meeting or email.
- The RTO Leadership Team will be responsible for ensuring that all decisions relating to the creation and updating of marketing material are in line with the AMCA Business Plan, Brand guidelines and marketing strategy.
- AMCA will seek and retain consent from individuals before using their image, name or statements on any marketing materials through the completion of AMCA's Media Release Form.
- An individual has the right to withdraw or modify their consent for the use of their image, name or statements on marketing materials at any time by advising AMCA in writing to the RTO Officer Representative. Any such withdrawal or modification will not apply to marketing materials in use or in production.
- All marketing material will:
 - Accurately represent the services AMCA provides and the training products on its scope of registration
 - Include its RTO Code
 - Refer to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;
 - Use the NRT Logo only in accordance with the current conditions of use
 - Distinguish between nationally recognised training and assessment leading to the issuance of AQF certification documentation and any other training or assessment
 - Include the wording "*AMCA provides a safe, inclusive, and culturally respectful learning environment for all*"
 - Include the code and title of any training product, as published on the National Register, referred to in that information
 - Only advertise or market a non-current training product while it remains on the RTO's scope of registration
 - Only advertise or market that a training product AMCA delivers will enable students to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised
- Not guarantee that:
 - A student will successfully complete a training product on its scope of registration
 - A training product can be completed in a manner which does not meet the Training Package requirements
 - A student will obtain a particular employment outcome where this is outside the control of the RTO
- Use the correct AMCA company logo and image
- Be ethical and consistent with AMCA's mission and values
- Not be misleading or deceptive

- AMCA does not offer any incentives for students wishing to enrol into the program
- To ensure that marketing material complies with the above requirements, all marketing material must be signed-off by the RTO Officer Representative and then by the National Training Manager (or nominated delegate) prior to distribution using the Marketing Checklist.
- The RTO Officer Representative will ensure approved marketing materials are uploaded to the AMCA Company Web for staff access (or provided to staff directly for use).

Marketing Materials for Accredited Training

- All marketing materials for accredited training will:
 - Comply with the requirements of the Standards Registered Training Organisations 2025 and ASQA Guidance for Providers
 - Only be created for qualifications and/or units of competency on AMCA scope of registration
 - Only use the Nationally Recognised Training (NRT) logo in accordance with its specifications and conditions of use
 - Utilise correct nomenclature
 - Align with requirements as detailed in the relevant training package
 - Align with actual delivery and assessment arrangements.
- AMCA will not use the Australian Qualifications Training Framework (AQTF) logo or the Australian Qualification Framework (AQF) logo on any marketing materials.

Authorisation for Marketing Materials

- To ensure that marketing materials comply with this procedure, marketing material must be controlled and distributed in accordance with the AMCA Version Control Procedure. This includes authorizing the material before release.
- Marketing material such as brochures and posters may be approved as a Template so that the following details can be changed without further approval:
 - Date of training
 - Training time
 - Training location.
- The RTO Officer Representative will ensure approved printed marketing materials are distributed for staff access (or provided to staff directly for use).

Document Support Summary

- **Outcome 1, CI 1.7**
- **Outcome 2, CI 2.2**
- **Outcome 4, CI 4.1 – 4.3**

Supporting Forms and Templates

Item	Name of Form / Template
1	Media Release Form
2	Marketing Checklist

Student Enrolment Procedure

Student Selection Process

- Students in our MEM40422 Certificate IV in Engineering Drafting are selected for the AMCA Australia training program after they have been nominated by their industry employer in the commercial heating and ventilation drafting office. To be accepted into the program, applicants must have the following employability skills:
 - Communication
 - Learning
 - Computer and Information Technology
 - Literacy and Numeracy
- The applicants must meet the following criteria:
 - Must complete an online application
- Must meet AMCA's pre-selection assessment (refer to the LLN&D procedure)
 - Except for the unit UEERA0098. All students participating in this unit will have met the course entry requirements, which serve as the Pre-Training Review (PTR) and Literacy, Language and Numeracy. This includes holding at least a Certificate III qualification and a full Australian Refrigeration and Air-Conditioning Refrigerant License, as well as meeting the legislative requirement to hold the relevant Unit of Competency (UOC).
 - However, some individuals may have progressed through the Certificate III level with varying skill levels. Trainers should remain vigilant in identifying any signs that a participant may require additional support and provide assistance as needed.
- Applicants will be required to undertake a student suitability questionnaire as part of the additional questions added to the pre-training review, which they will be asked to answer a series of questions online and during a face to face interview.

Pre-Admission

- To ensure that the applicant is informed prior to making the decision to enrol, they are to be directed to marketing information about the course.
- The applicant may contact the RTO Officer representative or National Training Manager to discuss:
 - Course availability
 - Eligibility criteria to participate in government-funded programs (if applicable)
 - Mode of delivery
 - Course duration
 - Days of study and study requirements
 - The recognition of prior learning (RPL) or recognition of current competence (RCC) process
 - Pre-requisites and relevant evidence requirements
 - Pathways for further study
 - Training and assessment requirements
 - Fees and charges
 - Student rights and obligations
 - Training locations and facilities
 - Complaints and appeals processes.
- AMCA provides a safe, inclusive, and culturally respectful learning environment for all.

Enrolment Process

- Once the applicant has been adequately informed about the course (as per above), the potential student may complete and submit an Online Application with the Privacy Statement & Student Declaration via AMCA's online application tool (VETenrol). The submission of the enrolment form does not guarantee acceptance to the course.

- An AMCA representative will confirm that the student is eligible for enrolment by checking if pre-requisites are required for entry into the course, including:
 - General eligibility requirements.
 - NCVET Privacy notice is completed by all students via our online VETenrol application process
 - Pre-training review
 - Retain evidence for students with residence status
 - Student suitability
 - LLND requirements.
- The AMCA representative will also explain the Credit Transfer and Recognition of Prior Learning (RPL) processes and requirements and assist the student to make an application if required.
- The RTO Officer representative must check that the student has signed the declaration on the online application form
- The LLND assessment will be administered in accordance with the AMCA LLND Procedure. This assessment must be passed to the required level in order for the student to be accepted.
- The RTO Officer representative will create an electronic student file in accordance with the Student File and Record Management Procedure.
- The RTO Officer representative will complete a Student File/Enrolment Checklist to ensure all required information has been received prior to finalising the student file.
- Once the enrolment is approved, details of the enrolment should be entered into VETtrak and the student must be notified in writing, using the Course Application Confirmation email template via VETtrak.
- As part of the enrolment process the students will be provided with a copy of the Student Handbook and will induct the student explaining the services the RTO will provide the student, along with the rights and obligations of the student and the RTO.

Document Support Summary

- **Outcome 1, CI 1.7 – 1.8, 1.12, 1.26 – 1.27**
- **Outcome 2, CI 2.1, 2.3 – 2.4**
- **Outcome 3, CI 3.2 – 3.6**
- **Outcome 4, CI 4.1**
- **Outcome 5, CI 5.1 – 5.4**
- **Outcome 6, CI 6.1 – 6.5**
- **Outcome 7, CI 7.3**
- **Outcome 8, CI 8.1, 8.5 – 8.6**

Supporting Forms and Templates

Item	Name of Form / Template	Additional Comments
1	Student File/Enrolment Checklist	<ul style="list-style-type: none"> Also known as Student File/Enrolment Checklist
2	Enrolment Confirmation Email via VETtrak	<ul style="list-style-type: none"> Also known as Course Application Confirmation Via VETtrak
3	Online Application/Enrolment Form	<ul style="list-style-type: none"> Also known as Student Enrolment Form via VETenrol
4	Pre-Training Review	<ul style="list-style-type: none"> Also known as PTR Form
5	Privacy Statement & Student Declaration	<ul style="list-style-type: none"> Part of the Application/Enrolment process
6	Student Training Log	<ul style="list-style-type: none"> Only for Cert IV Engineering Drafting Students
7	Victorian Student Number Form (VSN)	<ul style="list-style-type: none"> Also known as VSN

Admin and Records Mngmt Procedure

Retention of Student Records

- For each Student who has undertaken accredited training covered by AMCA's scope of registration, personal history and electronic records throughout the training and assessment pathway are stored securely on the Student Management System (SMS) and backed up on a daily basis each morning through a hosted system.
- Back-up data is securely retained and can be retrieved in the event of any program failure, accident or malpractice
- Transfer of records will be consistent with contractual and legal requirements and the requirements of ASQA and the State and Federal Government Authorities.
- For each Student who has undertaken accredited training covered by AMCA's scope of registration, the following details are retained by AMCA for a period of at least thirty years (30) after completion or withdrawal of training:
 - Family name and first name
 - Residential postcode
 - Date of birth
 - Enrolment/commencement date
 - Code and title of course
 - Codes and titles of units of competency
 - Units of competency assessment results
 - Awards and date issued.
- The details of each student can be electronically transferred through the Student Management System at no cost at any time during that period.

Retention of Staff Records

- Hard and/or electronic copies of staff records are kept in individual personnel files with AMCA Australia Human Resources Department and by AMCA and accessible by AMCA Management Team. Records include, but are not limited to the following:
 - AMCA Australia Human Resources Department holding information
 - Employment agreements
 - Relevant payroll/payment information.
 - AMCA holding information
 - Employee/contractor record forms
 - Employee resumes
 - Certified copies of qualifications
 - A signed and completed Employee Induction Checklist
 - Reference checks
 - Professional development plan and records
 - Copies of any relevant security and police checks, including Working With Children Checks (if applicable)
 - Trainer/Assessor Skills Matrices

Document Storage and Disposal

- The RTO Officer is responsible for the storage, maintenance, archiving and disposal of all student and corporate documents.
- The RTO Officer is responsible for the storage of hard copy documents for a period of no greater than 18 months from the date of electronic upload, and are subsequently destroyed
- All records will be stored and disposed of in accordance with the Public Records Act relevant to each state or territory.

- Student records are stored securely and access is limited to authorised personnel only.
- Authorised Personnel are:
 - National Training Manager
 - RTO Officer
 - Other Representative nominated by the National Training Manager.
- Archived student records are stored securely and can be accessed after approval from the National Training Manager.
- To ensure confidentiality, all hard copy documents containing personal details or other sensitive information will be destroyed before disposal.

Secure Storage and Back-up of Electronic Records

- Student records and results are stored on the hosted Student Management System (SMS). This system is password protected and access is restricted to authorised persons only.
- The back-up of the Student Management System is carried out as part of the general system back up process on a daily basis
- For other information stored electronically, system access is password protected and restricted to AMCA staff.
- AMCA maintains a system back-up of all data held on the AMCA computer system which allows for retrieval and reinstatement of data lost either through accident or malpractice for a period indefinitely. Copies of back data are retained locally and then synced externally via cloud based.
- The protected data includes all system and program data, student files, training files and administrative files.
- Random checks of samples of data retained, each month, are conducted by the RTO Officer to ensure that backed-up copies are effective.

Back up schedule

- AMCA's back up schedule of its electronic data will be based on AMCA Australia back up procedure excerpts of which are as follows:
 - Applications
 - Full backups daily
 - Full backup weekly
 - Full monthly backup
 - Before an application change is made
- Data
 - Full daily backup
 - Full monthly backup
 - Full yearly backup
- Operating System
 - Cloud based back up
- Network Infrastructure
 - Full weekly backup
 - Before a network infrastructure change is made.

Electronic Record Software Changes

- In the event that software used to store training and assessment records becomes obsolete, all records will be transferred to a replacement software.

- In the event that such action is not possible, training records will be printed and maintained for the required period.

External Reporting Requirements

- The RTO Officer is responsible for ensuring timely and accurate reporting is conducted in accordance with contractual reporting requirements.
- AMCA uses a Student Management System (SMS) that is AVETMISS 8 compliant and allows AMCA to extract compliant State, Territory and National statistical reports as required.

Enrolments and Participation

- All student enrolment details are entered into the Student Management System before the commencement of training.
- All details of enrolment and ongoing student participation in accredited training and assessment are entered into the Student Management System by RTO Officer.
- All student details are entered into the Student Management System within five (5) working days of training and assessment being conducted. This includes data relating to student completion and withdrawal from training.

Access to Records

- AMCA will provide access to its records in the following circumstances:
 - In accordance with requirements in the Public Records Act (Vic) and any other applicable legislation
 - To the relevant State or Territory government/department or Ombudsman on request in writing
 - To a government representative on request in writing
 - To the relevant State or Territory Skills Authority Representative or their authorised representative for any purpose connected with the current funding agreement.
 - At the request of a student to access their own records.
- For further information regarding a student's access to their records refer to the AMCA Privacy Procedure.

Privacy

- In accordance with the *Privacy Procedure and Student Acceptance Agreement*, included in the *Student Enrolment Form*, and signed by all students enrolling in accredited training, AMCA may:
 - Provide the relevant State or Territory regulatory body with training activity and student enrolment data for a range of uses as stipulated in the Privacy Statement
 - Supply information regarding training progress, behaviour, attendance records and results to employers, employment services providers, secondary schools and parents/guardians as authorised.
- Except as detailed in the *Privacy Procedure and Student Acceptance Agreement* included in the *Student Enrolment Form*, or as required by relevant registering or funding bodies, or by legislation, AMCA will only disclose a student's personal information to a third party where one or more of the following apply:
 - The student has provided written consent
 - It is authorised or required by law
 - It is reasonably necessary for the enforcement of the law
 - It will protect the rights, property or personal safety of another person
 - The assets and operations of AMCA business are transferred.
- For more information regarding privacy, please refer to the AMCA Privacy Procedure.

Confidential Information

- AMCA will make all reasonable efforts to protect confidential information received from students, clients or partner organisations during the course of business operations. This information will not be disclosed without the prior written consent of the student, client or partner organisation.

Training and Assessment Materials

- The Program Development representative and Compliance Representative will ensure:
- Training and assessment materials are regularly reviewed (please refer to the Continuous Improvement Schedule) to ensure currency and compliance with organisational, industry and government standards
- All current training and assessment materials are controlled by the version control procedure and procedure and are uploaded to the AMCA file server and Learning Management System with limited access, to ensure the latest version is always used
- All outdated training and assessment material is archived, removed from general access and can be retrieved as may be requested by Federal or State authorities
- Access to electronic copies of training and assessment resources is restricted to the Program Development Team.

Retention of Training and Assessment Materials

- For the purpose of this clause, training and assessment material must include:
 - The assessment schedule for each unit
 - All assessment tasks, including tests, assessment, assignment, role plays, projects for each unit
 - Any workplace logs or workbook used to provide evidence of competency for a unit, together with results
 - A copy of the overall results by the student, for that unit
 - Assessment resources for students
 - Assessment guides for trainers
 - Mapping of unit/s
- Training and assessment materials may also include:
 - Identification of the people involved in the delivery and assessment of the unit
 - A listing of all students enrolled in the unit, by the group during that study period
 - A delivery and assessment plan for the unit that shows the sequence of delivery and assessment, the number of sessions/hours planned for the unit of competency on a structured and planned basis for that study period
 - The study outline - a copy of the outline as distributed to students on the first session of the unit
 - A copy of the class materials used in the delivery of the unit, during that study period, including overheads, website references, reference material and handout materials
 - Any case study material that has been used in class for that unit
 - A copy of a student survey sheet together with any analysis of results
 - A copy of any relevant employer survey sheets together with any analysis of results
 - Any results/comments from moderation/validation activities.
- Master copies of training and assessment materials will be stored in soft copy in the relevant program file on the AMCA network and will be retained for at least seven years.
- Completed training and assessment materials will be stored in soft copy, in the relevant student file, and retained after the relevant individual has completed or withdrawn from the relevant unit of competency in which they are enrolled or will be stored in the Learning Management System software.

Document Version Control and Authorisation

- The Compliance Representative is responsible for ensuring document version control is used.

Document Support Summary

- **Outcome 1, CI 1.1, 1.2, 1.4, 1.7**
- **Outcome 2, CI 2.1 – 2.5**
- **Outcome 3, CI 3.1 – 3.5**
- **Outcome 4, CI 4.1 – 4.3**

Supporting Forms and Templates

Item	Name of Form / Template	Additional Comments
1	Student Handbook	
2	Student Enrolment Form	Also referred to as "Student Enrolment Form"
3	AMCA Procedural Handbook	

Student File Record Management Procedure

Electronic Records Processes

- The Student Management System (SMS) VETtrak program is backed up daily and stored off-site for three (3) weeks.
- The AMCA Network will be backed up at the COB weekly and stored at a secure external location following AMCA Australia's protocols and the required regulatory standards.
- Electronic Records will be uploaded in accordance with the Guidelines.
- All client records will be electronically stored within VETtrak Student Management System (SMS).

Student records

- The RTO Officer representative is responsible for ensuring all student records are up to date.
- The student file is prepared when:
 - the Enrolment Form is completed electronically via VETenrol. For any technical issues with VETenrol a hardcopy Enrolment Form will be provided and returned.
 - the Language, Literacy, Numeracy & Digital Skills (LLND) assessment has been completed sufficiently by the student
 - payment for the course is received by AMCA accounts team.
- The Pre-Training Review Checklist will be held in the Student's electronic file.
- At completion, appropriate sections of the Student File/Enrolment Checklist are completed. Responsibility for the maintenance of the Student File/Enrolment Checklist is shared by AMCA's RTO Officer or Administration representative.
- Enrolments are entered into the VETtrak Student Management Database to create the Student Training File.
- The electronic file in the Student Management System (SMS) will include:
 - the student's name, date of birth, address, Unique Student Identifier as well as other relevant information
 - copies of completed forms, correspondence and checklists
 - all units that the student is enrolled in including the start and end dates of each unit
 - evidence of engagement and participation as required.
- Data entry and records management is carried out by the RTO Officer representative, in accordance with the Duty Statement.
- Assessments results are entered in the LMS and SMS. Any completed paper copies of student assessments will be scanned and uploaded into the student's digital file.
- Qualifications and Statements of Attainment will be issued in accordance with the Issuing of Qualifications Procedure. Copies of all Qualifications and Statements of Attainment issued will be stored in the SMS.
- Students may request access to their file by emailing AMCA's RTO requesting access to their file. A copy of the email will be kept on the student's digital file.

Compliant Student File

- An AMCA Administration Representative assembles and maintains the student files in the Student Management System (SMS) in accordance with ASQA regulatory requirements.

- The RTO Officer representative will conduct regular random file audits to ensure the following documents are contained:
 - A signed assessment record by both student and the trainer/assessor at the completion of each unit of competency
 - Record of assessment outcomes data is correctly entered in the Student Management System (SMS)
 - Written confirmation of competency completion by nominated course Trainer
 - Learner AQTF Feedback summaries (end of each year)
- For any discrepancies, the RTO Officer representative will take the appropriate follow-up action.

Completing/Cancelling/Suspending Student Files

- The RTO Officer representative will ensure all student files be completed and details updated on all databases when a student:
 - Completes and qualification or unit/s
 - Defers their training
 - Suspends or withdraws the enrolment.
- Relevant policies and procedures must be followed in these circumstances.
- When a student completes their qualification, the RTO Officer representative must ensure all units have been completed with evidence of the assessments contained within the student file.
- An audit of the student file is to be undertaken, to ensure all required documentation, is contained within the student file before any qualification is issued.
- In all instances of student enrolment status changes, the RTO Officer representative must update the student database.

Student File Audits

- The National Training Manager and RTO Officer representative will undertake regular periodical/random audits of student files to ensure, all student files meet compliance.
- The National Training Manager and RTO Officer representative will document the files audited on the Continuous Improvement Register, which then will be reviewed by the external auditor on an annual basis.
- Any issues found with student files will be presented at the Leadership Team meeting and the RTO Officer representative will arrange a meeting with the appropriate course Trainer if required.

Document Support Summary

- **Outcome 2, CI 2.1 – 2.4**
- **Outcome 3, CI 3.4**
- **Outcome 4, CI 4.1**
- **Outcome 5, CI 5.2 – 5.4**
- **Outcome 6, CI 6.1 – 6.3 & 6.6**
- **Outcome 7, CI 7.1, 7.4**

Supporting Forms and Templates

Item	Name of Form / Template
1	Student File/Enrolment Checklist
2	Consent to Disclose Personal Information
3	Continuous Improvement Register (CIR)

Language, Literacy, Numeracy and Digital (LLND) Procedure

Responsibility and Procedure Implementation Process:

- All Managers, Trainers and authorised AMCA delegates have the responsibility to:
 - Promote AMCA LLND Procedure to students at the initial enquiry and before the training course commences and of the availability of confidential support services if they have LLND problems.
 - Identify students LLND skill level.
 - Provide students with as much opportunity as possible to learn given their current LLND skill levels.
 - Escalate any LLND problems to the RTO Officer representative for final approval on an individual learning strategy.
- LLN will be excluded for the unit UEERA0098. All students participating in this unit will have met the course entry requirements, which serve as the Pre-Training Review (PTR) and Literacy, Language and Numeracy. This includes holding at least a Certificate III qualification and a full Australian Refrigeration and Air-Conditioning Refrigerant License, as well as meeting the legislative requirement to hold the relevant Unit of Competency (UOC).
- However, some individuals may have progressed through the Certificate III level with varying skill levels. Trainers should remain vigilant in identifying any signs that a participant may require additional support and provide assistance as needed.

LLND Assessment Development

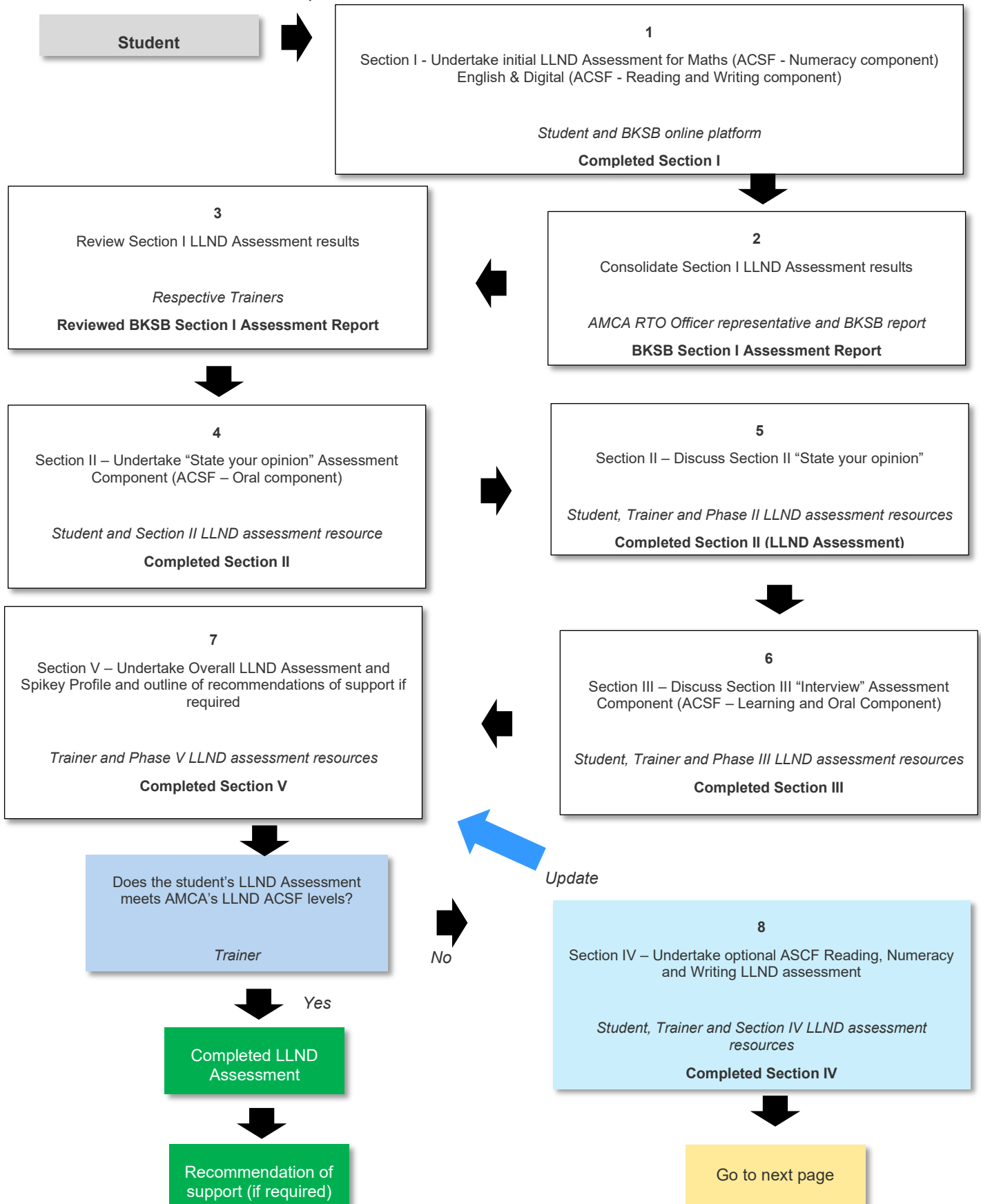
- The RTO Officer representative and relevant Trainers/Assessors to develop an LLND assessment tool relevant to each program it delivers.

Selecting appropriate LLND levels

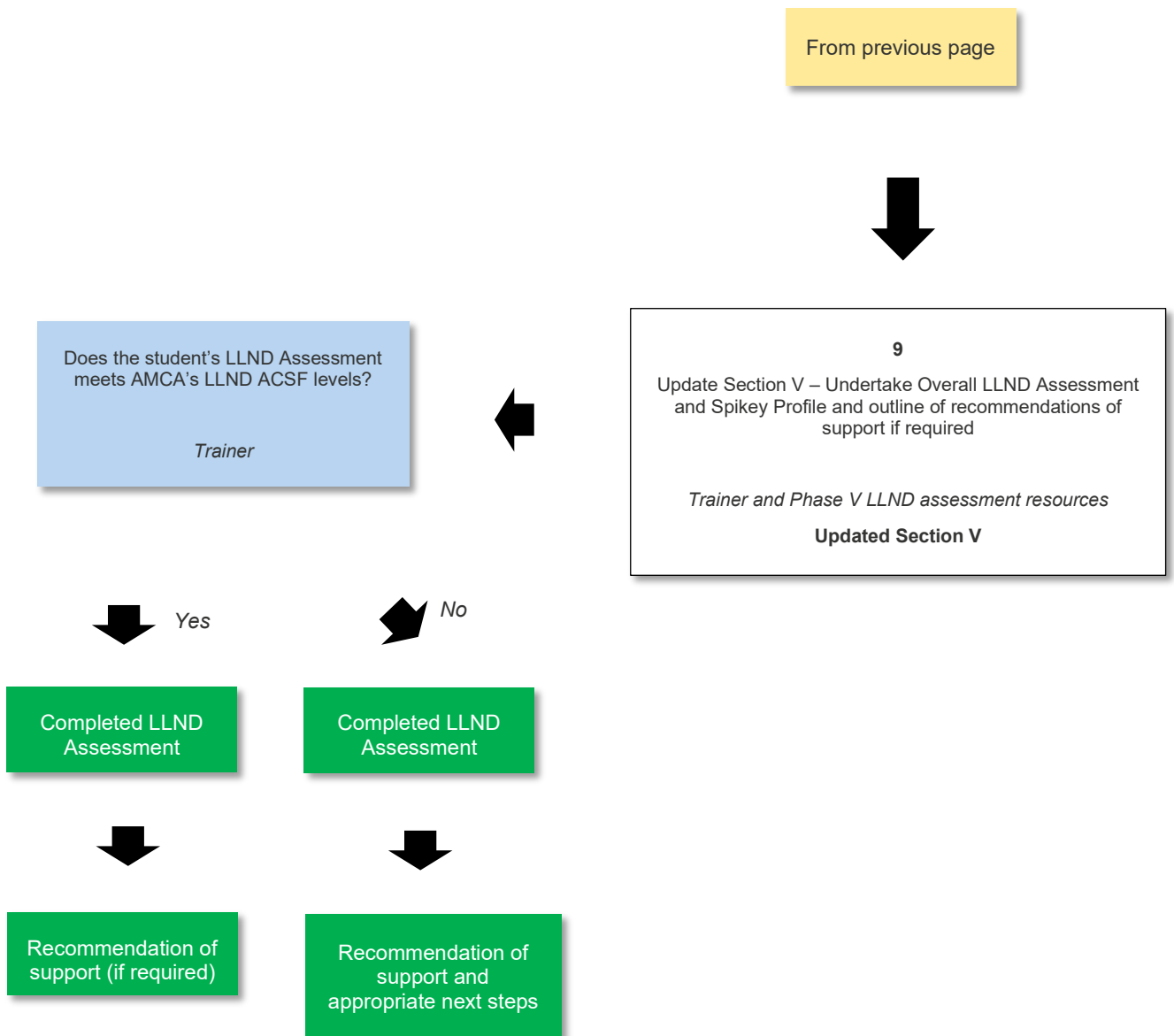
- Before the LLND tool can be created, the RTO Officer representative and National RTO Manager will set the minimum LLND levels required to participate in the program based on the ACSF skill levels.
- To identify levels, the RTO Officer representative will review the units of competency included in the program. For each unit of competency, the RTO Officer representative will review the foundation skills tables and the verbs that are used within the performance criteria and performance evidence/required skills.
- The RTO Officer representative, in consultation with the National Training Manager and Trainers/Assessors will then create a Core Skills Checklist for the program using. This checklist will align the requirements of the units of competency in the program with the ACSF levels.

LLND Assessment Overview

- The LLND Assessment process is summarised below.



LLND Assessment Overview...continued...



Developing the assessment tool

- An LLND Assessment tool for the program will then be developed using the online assessment tool and the following documents as templates.
 - Language, Literacy and Numeracy (LLND) Assessment Tool
 - Language, Literacy and Numeracy (LLND) Assessors instructions
 - Language, Literacy and Numeracy (LLND) Mapping
 - Language, Literacy and Numeracy (LLND) Model Answers

The types of assessment methods used in the assessment tool may include:

- Answers to questions
- Training records
- Rectify incorrect spelling and grammar
- Work records
- Samples of work
- Observations
- Demonstrations
- Simulations and role plays

Online LLND Self-Assessment Tool

- All prospective learners must complete an online LLND self-assessment using a validated tool (e.g. BKSB or LLN Robot) during the enrolment or induction process.
- The tool assesses core skills aligned to the Australian Core Skills Framework (ACSF) and Digital Literacy Framework.
- The results are automatically captured and reviewed by the relevant staff.

LLND assessment administration and needs identification

- An authorised AMCA delegate administers the LLND to the applicant.
- The LLND assessment is administered to the student before the commencement of training and returned to AMCA Australia head office.
- AMCA RTO Officer Representative uses the mapping document to create a spikey profile for each applicant.
- The spikey profile is used to identify any LLND needs the student may have in relation to the course/qualification in which the student is enrolled.
- To participate in the AMCA accredited qualifications, the student needs to meet the following criteria:
 - Learning – ACSF Level 2
 - Reading – ACSF Level 2
 - Writing – ACSF Level 2
 - Oral Communication – ACSF Level 3
 - Numeracy – ACSF Level 2
 - Digital Literacy – Level 3
- If the spikey profile identifies an LLND result that falls below the benchmark for the qualification, the RTO Officer Representative collaborates with a qualified trainer with expertise and currency in the specific training package to identify the required support.
- If the assessment identifies the need for LLND support, the RTO Officer representative notifies the National Training Manager.

- The RTO Officer representative, the allocated Trainer and the student create an Individual Learning Plan to be followed during the course of the training.
- Should a student's LLND needs not be identified until the course has commenced, AMCA analyses these needs and provides an individual strategy for assistance.
- Where the LLND assessment identifies that the student's level is below Level 1 in any area, it is not possible for AMCA to meet the student's LLND needs. In such instances, AMCA will refer the participant to a professional organisation or individual specialising in LLND for further assistance and will provide the participant with a refund or a credit toward participating in a AMCA course at a later date. Enrolment will not be accepted until the student has developed their LLND skills.

Access and Equity

- AMCA does not discriminate against students or potential students who have been identified as having low LLND skills.
- If the individual has LLND needs that are unable to be addressed with support by AMCA, the individual will be referred to a professional organization/individual specialising in LLND for further assistance.

Adjustments to training and assessment resources

- AMCA is committed to LLND support for all students and may make reasonable adjustments to the training and assessment procedure to allow for the LLND skills of students without losing the integrity component of the assessment. Any adjustments are made under guidance from the relevant Industry Skills Council. These may include:
 - Allowing the use of an interpreter where required and compliant
 - Writing materials in plain English or developing alternative forms of assessment
 - Reading aloud written material to students
 - Using visual aids such as signs, pictures and graphics
 - Interviewing the employer/supervisor about their work
 - Asking students to demonstrate their skills on-the-job where appropriate.
- Depending on the specific types of assessment, not all the above adjustments are possible, appropriate or permissible.

Confidentiality

- All information relating to students regarding LLND will be treated as confidential and in accordance with AMCA Privacy Procedure.

Document Support Summary

- **Outcome 1, CI 1.1 – 1.4, 1.7 – 1.8, 1.9 – 1.12**
- **Outcome 2, CI 2.1 – 2.2, 2.4**
- **Outcome 3, CI 3.1**

Supporting Forms and Templates

Item	Name of Form / Template
1	Language, Literacy and Numeracy (LLND) Assessment Tool Section I – Student Individual Online Activity via BKSB
2	Language, Literacy and Numeracy (LLND) Assessment Tool Section II – Student Individual Activity
3	Language Literacy and Numeracy Assessment Tool Section II and III Questions and Answers
4	Language, Literacy and Numeracy (LLND) Assessment Tool Section IV – Student Individual Activity
5	Language Literacy and Numeracy Assessment Tool Section V – Assessment Summary
6	Language, Literacy and Numeracy (LLND) Mapping
7	Language, Literacy and Numeracy (LLND) Model Answers – Section II, III and IV
8	Language, Literacy and Numeracy (LLND) Model Answers – Section V

Credit Transfer Procedure

Application for Credit Transfer Process

- Applicants are responsible for:
 - Completing the Credit Transfer Application Form
 - Providing a certified copy of the relevant qualification (including subject results) and/or Statement of Attainment.

AMCA is responsible for:

- The RTO Officer Representative advises participants that AMCA recognises the AQF qualifications and Statements of Attainment issued by other RTO's and that Credit Transfer may be applied for before enrolment and the information is in the Student Handbook and on the AMCA website.
- The RTO Officer Representative or the National Training Manager assists participants to complete the required documentation:
 - Credit Transfer Application Form
 - Other relevant documentation.
- The RTO Officer Representative verifies the authenticity of the Qualification or Statement of Attainment with the issuing RTO or via the USI register
- The RTO Officer Representative in collaboration with the National Training Manager makes a judgement on whether Credit Transfer is to be granted using the Credit Transfer Review Form
- The RTO Officer Representative advises the applicant of the outcome of the Credit Transfer application including the applicant's right to appeal
- The RTO Officer Representative records the Credit Transfer application and results in VETtrak
- The RTO Officer Representative reports successful Credit Transfer outcomes to the relevant government authority
- The RTO Officer Representative adjusts the successful student's timetable and informs the Trainer and other relevant RTO staff.

Limitations to Credit Transfer

- A Credit Transfer cannot be processed when a participant is unable to obtain a copy of the qualification or Statement of Attainment or when it cannot be verified on the USI register.
- Where Credit Transfer is being sought for units with different unit codes and there is insufficient correlation between the unit/s previously attained and the unit/s being sought, the applicant will be referred to the RPL process.

Document Support Summary

- **Outcome 1, CI 1.7**
- **Outcome 2, CI 2.1**
- **Outcome 3, CI 3.5**

Supporting Forms and Templates

Item	Name of Form / Template
1	Credit Transfer Application Form
2	Credit Transfer Review Form

Recognition of Prior Learning Procedure

Advice to applicants

- Tell the applicant that, for the qualification/unit(s) for which they are applying for RPL:
 - if their application is successful, they will be exempt from further assessment
 - if their application is not successful, they must do the training and assessment for the unit(s) and that timeframes are important due to timetabling, as failure to follow timeframes may mean the applicant may miss their opportunity to complete the unit with this cohort.
- Tell the applicant how much the RPL will cost, and answer any questions they have.
- Provide the applicant *Section B* from the RPL Kit. Tell them to read them carefully, and complete the following:
 - self-assessment questionnaire
 - RPL application form
 - applicant's declaration.
- Advise the applicant to fill in the self-assessment questionnaire honestly: it will help them, and you, determine evident areas of skills and knowledge.
- Provide the completed application forms to RTO Officer Representative.

Process an RPL application

- Review *Section B* from the applicant.
- Nominate an assessor to conduct the RPL process.
- Provide the RPL assessor with the following documents,
 - Section A,
 - Section B completed by the applicant,
 - Supporting evidence provided by the applicant
 - Section C
- Appendix documents allocated for the given qualification. (The appendix documents will vary for different qualifications).
- Make copies of the applicant's evidence and file it with RPL Kit on their file.

Organise and conduct an RPL interview

- The assessor will review the and the applicant's evidence to form an opinion about the strength of the current evidence, and any further evidence required.
- The assessor will arrange with the applicant a date, time and location for the RPL interview, this can be done in consultation with the RTO Officer Representative.
- At the interview, the assessor will use the RPL Kit to:
 - discuss the possible extent of RPL the applicant may be eligible for
 - discuss and clarify the applicant's skills, knowledge and experience
 - if necessary, help the applicant identify other sources of evidence to support their application
 - complete the RPL questions (competency conversation) either in writing or verbally. If the RPL questions are answered verbally, the assessor must record the answers
 - complete the selected practical demonstration tasks, if necessary
 - if required, help them to develop a plan to finalise their RPL application which may require them to:
 - provide further evidence
 - demonstrate their skills and knowledge

- arrange for you to observe their skills in their workplace, or in a simulated work environment
 - do some 'gap' training.
- If necessary, support the applicant to implement their plan.
- To facilitate gap training if required, the assessor is to provide additional training for the area of the unit for which a gap in knowledge or skills has been identified. This training is to be conducted on a one on one basis by the assessor at a mutually suitable time.
- When the applicant provides further evidence, note details of it in the RPL Kit documents.

Make an RPL decision

- Decide whether the applicant's evidence is sufficient to demonstrate their competence relevant to the unit(s) of competency, take into consideration formal, non-formal and informal learning that the student may have undertaken.
- Note the RPL decision for each unit in the RPL Kit.
- Give the student's completed RPL Kit and evidence to the RTO Officer Representative.
- Enter details of RPL granted on VETtrak and recorded results.
- Advise the applicant, in writing, of the RPL decision.
- Advise the applicant they can appeal the decision within seven days, in line with AMCA
- Provide the applicant with a record of their results and have them sign it.
- Make a copy of the applicant's evidence and return the originals to the applicant.
- File all documents, including copies of the applicant's evidence, on the student's file.

AVETMISS Reporting

The official start date for a Unit of Competency through RPL is determined (by NCVET) as the date that the Applicant submitted their evidence portfolio for assessment. This is the start date that all AMCA personnel are to record on the applicant's training and assessment plan (actual start date section for each unit).

- This date is critical for compliance in cases where financial subsidies are being received for the Applicant's course.
- The RPL result date is the final date that the applicant provided all evidence required and was deemed to have achieved the unit 'RPL-Granted' result.

Appeals Procedure

- All appeals in relation to RPL decisions must be addressed using the procedure outlined in AMCA's Complaints and Appeals procedure.

Document Support Summary

- **Outcome 1, CI 1.1 – 1.7, 1.9 – 1.12**
- **Outcome 2, CI 2.1 – 2.5**
- **Outcome 3, CI 3.1 – 3.5**
- **Outcome 4, CI 4.1 – 4.3**

Supporting Forms and Templates

Item	Name of Form / Template
1	Recognition of Prior Learning - Section A Applicant Kit: Assessor Information
2	Recognition of Prior Learning - Section B Applicant Information and Application Forms
3	Recognition of Prior Learning - Section C Applicant Competency Conversation
5	Appendix 1 Relevant to the qualification
6	Appendix 2 Relevant to the qualification
7	Appendix 3 Relevant to the qualification
8	Appendix 4 Relevant to the qualification

Charges Fees Refunds Procedure

Full-Fee Paying Fees and Charges Process

- To secure a place in an accredited qualification course AMCA requires a non-refundable enrolment fee of \$1500.00 upon return of completed enrolment application form.
- A full refund will be given if AMCA is notified in writing using the *Refund Request form* 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
- AMCA reserves the right to cancel, postpone or reschedule training courses due to insufficient registrations or other reasons beyond their control. In the event AMCA cancels any course a full refund will be given.
- Where pre-payment is required, it will be made clear in the “*Fee Structure and Payment Schedule*” and in the student information provided prior to enrolment and in any offer documentation that lays out terms for enrolment.
- The Chief Executive Officer (CEO) may at their discretion, and considering the reason for a withdrawal, refund up to 100% of the fees paid.
- Invoices are issued on the completion of each unit. This is calculated by dividing the total amount by the units within the qualification. Example – the total course breakdown of charges are as follows:

Qualification Courses	Member*	Non-Member*
MEM40412 Certificate IV in Engineering Drafting	\$12,650	\$17,190
BSB40920 Certificate IV in Project Management	\$4,895	\$6,655
BSB50820 Diploma in Project Management	\$7,920	\$10,295
<i>Non-refundable Enrolment Fee \$1,500 is inclusive in the total course costs</i>		

* All fees are payable by the Employer

- No fees and charges are collected from the student
- No fees in excess of \$1500.00 are collected at any stage for accredited qualifications. However, for individual units of competency programs, AMCA will collect the full course fee, as the invoice will be issued to and paid by the employer or organisation.
- Once the student is enrolled into AMCA’s course, AMCA’s Finance Management representative will raise an invoice
- Invoices for qualifications 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
- Before issuing an AQF qualification and a Statement of Attainment, the RTO Officer will check that all invoices have been paid in full or left up to the discretion of AMCA Australia
- 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 or credit transfer process.

- 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 - \$1500 enrolment fee = \$11,500/15 units = \$743.33 per unit).
- Payments to AMCA are to be via Electronic Funds Transfer when AMCA invoice is issued.

Refunds / Cooling Off Period

- 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 for accredited qualifications unless AMCA is notified in writing a minimum of 10 business days prior to the course commencement date
- For non-accredited programs and individual units of competency, a 48-hour written notice is required to transfer from the enrolled course or any practical observation assessments. Failure to notify AMCA Australia may result in a rebooking fee calculated at 50% of the course cost
- 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 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 a 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).
- If AMCA becomes no longer able to provide the services itself (due to, for example, low staff numbers or its closure), it will endeavour to organise a place for the student at the most conveniently located RTO. AMCA will not be liable for associated costs (such as travel and accommodation to the new RTO).

Retention of Records

- AMCA will retain hard and/or electronic copies of fee waiver/exemption confirmation documents provided by relevant regulatory bodies
- AMCA will action fee waivers and exemptions according to all regulatory requirements by the Office Management and Administration Team Representative
- For further information regarding the retention of records, see the AMCA Administration and Records Management Procedure.

Publishing of fees

- AMCA's fees will be made publicly available upon request or via AMCA's website: www.amca.com.au
 - Standard fees for each course/qualification it offers, including hours of assessment conducted as Recognition of Prior Learning
 - Details of course fees for members and non-members
 - Details of any other fees payable in respect of books, uniforms, course-related equipment or any other goods or services required in support of a student's enrolment
 - This information will be kept up to date and include the following caveat, 'The student tuition fees as published are subject to change given individual circumstances at enrolment'.

Document Support Summary

- **Outcome 4, CI 4.1**
- **Outcome 5, CI 5.1 – 5.4**
- **Outcome 6, CI 6.2 – 6.6**
- **Outcome 7, CI 7.1 – 7.4**
- **Outcome 8, CI 8.4 – 8.6**

Supporting Forms and Templates

Item	Name of Form / Template
1	Refund Request form
2	Student Withdrawal from Course Form
3	AMCA Website Student Fees
4	Student Handbook

Student Induction Procedure

Preparation Processes

- Prior to a course commencing, the RTO Officer representative or nominated AMCA Representative will be responsible for confirming that the students have signed in their attendance via the Student Management System.

Conducting the Induction Program

- The RTO Officer representative or Trainer is to facilitate the Induction Program by running through the Student Induction.

Missed Induction Programs

- Where a student misses the induction program due to medical or compassionate reasons, a separate program will be presented to them by an AMCA representative prior to commencing training. This will be recorded via attendance in the Student Management System.

Review of Induction Program

- The RTO Officer Representative will review the Induction Program annually or when issues are raised, improvements are identified or changes to AMCA policies, procedures or practices discussed in the program occur.

Student 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	www.beyondblue.org.au 1300 22 46 36 infoline@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

Document Support Summary

- Outcome 1, CI 1.1 – 1.8, 1.12 – 1.19, 1.26 – 1.27
- Outcome 2, CI 2.1 – 2.4
- Outcome 3, CI 3.1 – 3.6
- Outcome 4, CI 4.1
- Outcome 5, CI 5.1 – 5.4
- Outcome 6, CI 6.1 – 6.3
- Outcome 7, CI 7.1 – 7.4

Supporting Forms and Templates

Item	Name of Form / Template
1	Student Handbook
2	AMCA Procedural Handbook

Student Attend and Prog Procedure

Attendance Monitoring Procedure

- AMCA's Trainer or RTO Officer Representative will record the attendance of each student at each training session via the VETtrak Trainer Portal. In the event the portal is not accessible the attendance will be recorded via a hardcopy Student Attendance Record.
- When a student notifies AMCA of an intended absence, the trainer will record the student's attendance as a notified absence.
- Where a student does not attend a day of scheduled training without prior notification, the trainer will notify the RTO Officer Representative.

Student Training Log (for Certificate IV in Engineering Drafting Only)

- Training logs are used to record supervised and non-supervised workplace training activities and are provided to the students. These logs are completed weekly, verified by their workplace supervisor/ trainer/ assessor and submitted to AMCA on a monthly basis using the Learning Management System.
- Progression through a competency based training program is determined by the student demonstrating that they have met the competency standards through the training program and related work and meeting the assessment requirements, not by time spent in training. This way, students complete the program at their own pace in line with their work requirements.
- AMCA as the Registered Training Organisation (RTOs), has the prime responsibility for the assessment of competency. However, meaningful and ongoing consultation is required with the employer and the student around the development, delivery and monitoring of training progression and the attaining of competencies within the qualification. These consultations happen bi-annually and are recorded on the workplace visit report.
- The qualification is delivered using a self-paced/ competency-based delivery approach to vocational education and training that places emphasis on 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.

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.
- Alternative arrangements must be noted on the Student Management System (SMS), or via the Trainer Portal or via the hardcopy Student Attendance Register and full details provided in the Student Communication Log in the Student Management System (SMS).
- 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 Representative. The RTO Officer Representative will then check the progress of the student in accordance with the student's training schedule and make any necessary adjustments.

Student Absence Without Notification

- If a student has not attended a day of scheduled training without prior notification, the trainer will notify the RTO Officer Representative.
- The RTO Officer Representative will contact the student and their employer to identify the reason for the absence and make any necessary adjustments to the training schedule. Alternative arrangements must be noted on the Student Management System (SMS) and full details provided on the Student Communication Log via the Student Management System (SMS).
- The Trainer or RTO Officer Representative may request evidence of the circumstances of absence from the student, such as a medical certificate or letter from their employer.
- Where the alternative arrangements for training impact the completion of units within the timeframes specified within the student's training schedule, the trainer will notify the Training Coordinator. The RTO Officer Representative will then check the progress of the student in accordance with the student's training schedule and make any necessary adjustments.
- If the student has not attended more than three (3) days of scheduled training without prior notification and cannot be contacted and/or an alternative arrangement cannot be made, the Student Support Representative will complete a Student at Risk Form and implement the Student at Risk Procedures.
- If the Training Coordinator identifies that the student is required to be issued with an official warning, the Training Coordinator is required to complete the Student Official Warning Form
- If a student has not attended for a period of more than five consecutive scheduled training days, and the student and their employer has not been able to be contacted, AMCA may withdraw the student from the course in accordance with the AMCA's Student Withdrawal from Course Procedure.

Monitoring Student Progress against Training Schedule Process

- When a student has completed all assessment tasks required for a unit of competency, for the Certificate IV in Engineering Drafting (only) the Assessor will complete the Assessment Summary (consistent with the Assessment Summary Template which is available for download on the Learning Management System (SMS) and advise the RTO Officer Representative within five business days from the completion of the scheduled block training.
- The RTO Officer Representative will review the records provided by the trainer and the competency outcomes and record in the Student Management System (SMS) in accordance with the Procedure.
- The RTO Officer Representative will then compare the outcomes of each student against their training schedule.

Inconsistency with Training Schedule

- Where a student is identified as not having fulfilled the training and assessment requirements as set out in the training schedule, the RTO Officer Representative will contact the student and their employer to make suitable arrangements.
- The RTO Officer Representative will record the arrangements in the student's training schedule and Student Communication log.
- If the RTO Officer Representative is not able to make the necessary arrangements, they will complete a Student at Risk Form and follow the Student at Risk Procedure.

Completion of Training

- At the conclusion of the training year, the RTO Officer Representative will ensure a review of the student's performance is conducted, as well as a quality check of the assessment content and requirements.

Document Support Summary

- **Outcome 1, CI 1.1 – 1.4, 1.7 – 1.8, 1.9 – 1.12**
- **Outcome 2, CI 2.1 – 2.4**
- **Outcome 3, CI 3.1 – 3.5**
- **Outcome 4, CI 4.1 – 4.3**
- **Outcome 5, CI 5.1 – 5.4.**

Supporting Forms and Templates

Item	Name of Form / Template	Additional Comments
1	Student Attendance Register	<ul style="list-style-type: none">• Via the Trainer Portal, SMS or Hardcopy if the trainer portal is not available.
2	Student Communication Log	<ul style="list-style-type: none">• Via the Trainer Portal, SMS or Hardcopy if the trainer portal is not available.
3	Student Official Warning Form	
4	Assessment Summary Template	<ul style="list-style-type: none">• Via the LMS
5	Student Training Log	

Student Leave Procedure

Application

- The student obtains a Student Leave of Absence Form from AMCA's RTO Officer representative.
- The student completes the Student Leave of Absence Form ensuring that any supporting information is clearly identified and attached prior to submission.
- The student submits the Student Leave of Absence Form and supporting information to the RTO Officer representative, or alternatively to a trainer or administrative staff for forwarding to the RTO Officer representative
- If applicable, Trainers and/or Administrative Staff when in receipt of a completed Student Leave of Absence Form, are required to forward immediately to the RTO Officer representative ensuring that at all times issues of privacy and confidentiality, as described in the relevant policies and procedures are observed and maintained.
- The RTO Officer representative will review the Student Leave of Absence Form and supporting information and will contact the student to:
 - Acknowledge receipt of the Student Leave of Absence Form
 - Advise the student of any additional documentation or information required to process the Leave of Absence Form
 - Provide the student with any counselling or assistance that may be required
- The RTO Officer representative is required to review and process the Student Leave of Absence Form within five days of receipt and advise the student in writing of:
 - the decision, including any reasons for declining the request and the appeals process
 - the requirement to notify in writing two weeks before the Student Leave of Absence expires of their intention to resume study or to apply for further time.
- If the request is approved the RTO Officer representative will enter all relevant data on VETtrak, update enrolment records and complete all statutory reporting requirements within two days
- The RTO Officer representative will place the original Student Leave of Absence request in the student's file.

Returning to study

- The RTO Officer representative will contact the student one week before the Leave of Absence expires to discuss their intention to resume their study or extend leave.
- The RTO Officer representative will notify the National Training Manager of the student's intentions.
- The RTO Officer representative will make suitable arrangements for the student's return to study.

Document Support Summary

- **Outcome 4, CI 4.1**
- **Outcome 5, CI 5.1 – 5.4**
- **Outcome 6, CI 6.1 – 6.4**
- **Outcome 7, CI 7.1, 7.4 – 7.5.**

Supporting Forms and Templates

Item	Name of Form / Template	Additional Comments
1	Student Leave of Absence Form	<ul style="list-style-type: none">Also referred to as “Student Leave of Absence Form”

Student Training and Assessment Resits and Repeats Procedure

Process

- When a student obtains an “Unsatisfactory” result, the Trainer will provide the student with detailed feedback regarding their assessment outcome. This includes an explanation of where the student failed to demonstrate competency requirements and suggestions on how to improve performance.
- The Trainer will notify the RTO Officer of the assessment outcome by submitting the completed assessment instruments via the Learning Management System.
- The RTO Officer and the Trainer will discuss the type of re-assessment required and make the necessary arrangements for the student.
- Where the student fails to meet the assessment requirements on the second attempt, the RTO Officer may arrange for the student to repeat the training for the unit/module and/or complete additional training tasks.
- The RTO Officer will record the assessment outcomes on VETtrak.
- The RTO Officer will keep records of all conversations with the student regarding assessment in the Student Communication Log and in VETtrak.

Document Support Summary

- **Outcome 1, CI 1.1 – 1.7, 1.9 – 1.12**
- **Outcome 2, CI 2.1 – 2.4**
- **Outcome 3, CI 3.1 – 3.5**
- **Outcome 4, CI 4.1 – 4.3**

Supporting Forms and Templates

Item	Name of Form / Template	Additional Comments
1	Student Communication Log	Via VETtrak

Complaints Appeals (Student Staff and Clients) Procedure

Rights and Responsibilities

- When a complaint is made the complainant has the right to:
 - Discuss a problem without having to make a formal complaint (i.e. in writing)
 - Be protected against unjust treatment or victimisation
 - Be kept up to date on progress and decisions made
 - Withdraw the complaint at any time in the proceedings
 - Take their complaint to an external body.
- When a complaint is made the complainant is responsible for:
 - Making their complaint in good faith
 - Providing all of the relevant facts
 - Co-operating with the resolution process.

Advice to Clients

- The AMCA website provides information to clients regarding the Complaints and Appeals Process, including:
 - The AMCA process involved in submitting a complaint or appeal
 - Who to submit a complaint or appeal to
 - The *Complaints and Appeals Form*.

Client Complaints

- Clients include, but are not limited to:
 - Students participating in AMCA training services
 - Employers
 - Other AMCA stakeholders.

Informal Complaints

- Students should attempt to resolve issues resulting from a classroom or training incident through discussions with the person(s) concerned or with the trainer if they feel comfortable doing so
- If the matter remains unresolved, the student can lodge a formal complaint with the RTO Officer or any staff member with whom they feel comfortable
- Complaints received via phone should be transferred to the relevant manager. If the relevant manager is not available, the staff member taking the call should:
 - Take the complainant's details, including their full name, contact details and a brief description of the complaint
 - Notify the complainant that the relevant manager is currently unavailable
 - Email the details to the relevant manager at the earliest opportunity
- Under no circumstances should the staff member provide advice or a resolution to the complainant

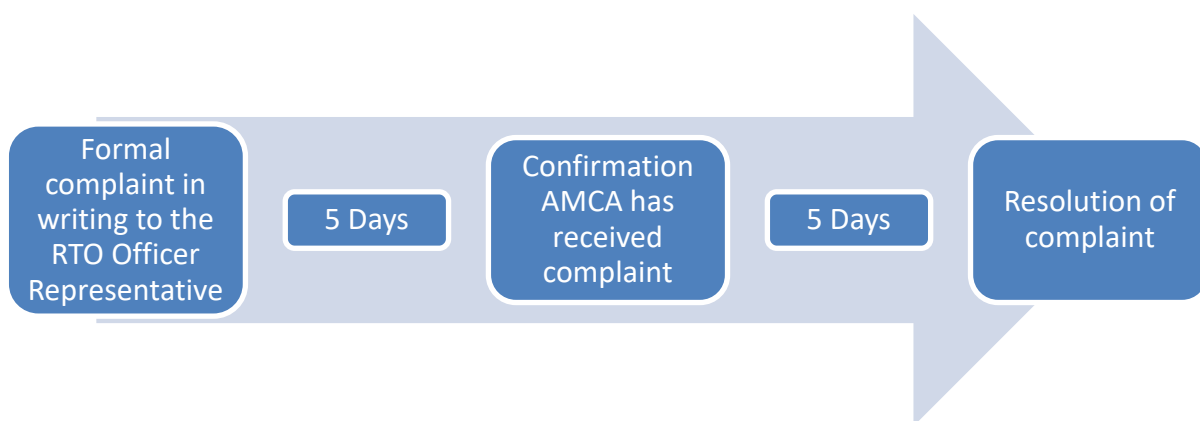
Formal Complaints

- A formal complaint should be made in writing by completing a *Complaints and Appeals Form* found on the AMCA website – www.amca.com.au
- A *Complaints and Appeals Form* should be forwarded to the RTO Officer Representative or any staff member with whom they feel comfortable within 28 days of the incident, handed in at AMCA Head Office, Melbourne
- In the event there is a conflict of interest with the RTO Officer Representative investigating the complaint, the National Training Manager will reassign the complaint to an alternative AMCA Representative

- The details from the *Complaints and Appeal Form* are recorded on the *Complaints and Appeals Management Form* which is reviewed and maintained by the National Training Manager. The information recorded on the Complaints Record Log includes:
 - A specific complaint number
 - Submission date of the complaint
 - Name of the complainant
 - Description of the complaint
 - Date/location/delivery method on which the issue occurred
 - Determined resolution
 - Date of resolution
 - Attachments/other information as required
- Within five (5) working days of receipt, the RTO Officer Representative contacts the client to acknowledge receipt of the complaint.

Stage One – Formal Complaint

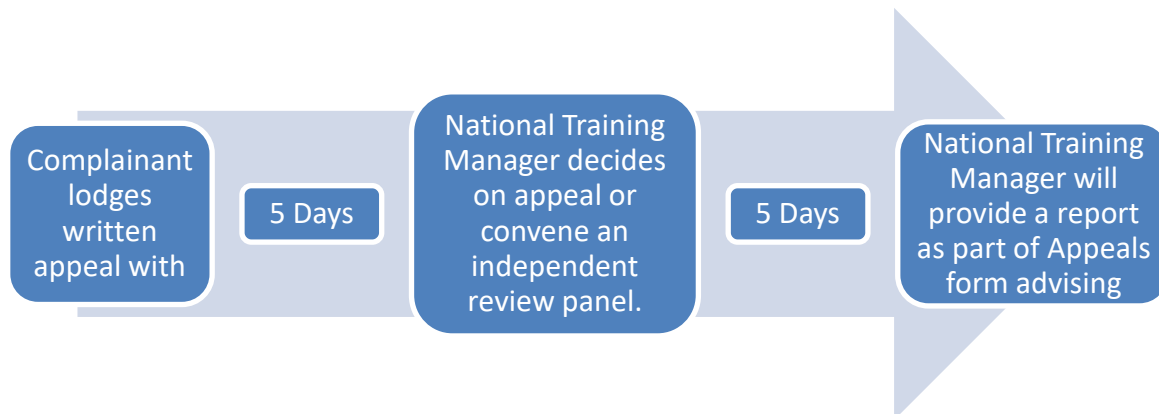
- Formal complaints must be submitted in writing to the RTO Officer Representative on the *Complaints and Appeals Form* available from a staff member, via AMCA's website.
 - Within two working days of receiving a formal complaint, the National Training Manager and the Chief Executive Officer is to be 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

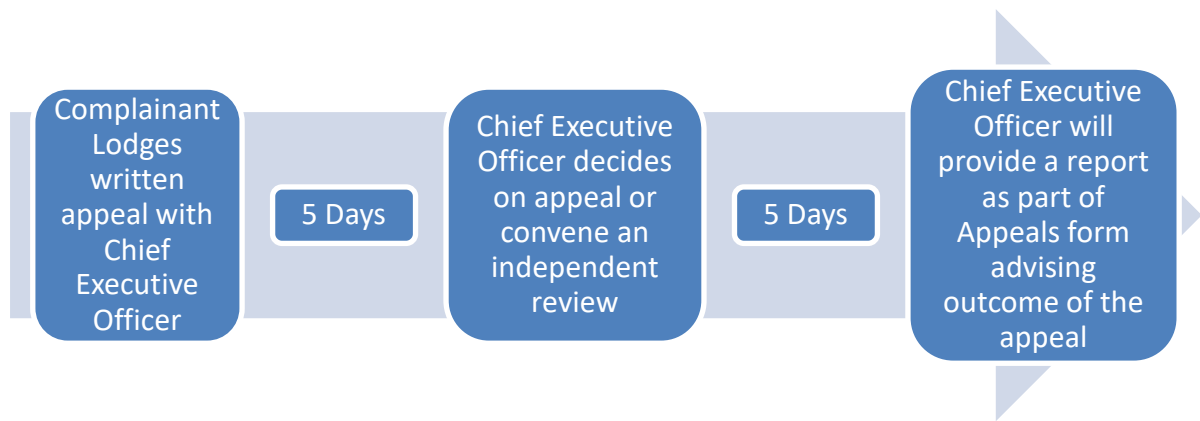
- If a complainant is dissatisfied with the outcome of their formal complaint process, they may lodge a written appeal (using AMCA Complaints and Appeal Form) with the National Training Manager (who is senior to the original decision maker) within 5 (five) working days of the complaint process outcome.

- 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 Chief Executive Officer that they wish the matter 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 Chief Executive and National Training Manager, the outcome of the mediation, including any recommendations arising, within 5 (five) days of the completion of the review. Once the Chief Executive Officer and 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 Chief Executive Officer and National Training Manager will ensure that any recommendations made are implemented within 5 (five) days of receipt of such 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 procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights 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



Investigate and review the complaint

- The RTO Officer Representative will investigate all formal complaints, to determine whether the complaint will proceed and if so, what actions need to be taken
- The investigation stage may include interviews with the complainant, any witnesses, or other relevant persons and a review of any documentation. The RTO Officer Representative may request further details from the complainant. This may be sought by written or verbal request or by a face-to-face interview with the complainant and/or respondent
 - When such clarification occurs in a face-to-face interview, the person being interviewed may have another person accompany them
 - Investigation into the matter will take place to ensure AMCA has accurate, complete and relevant information.

Recommend a resolution and provide the report to the complainant

- When determining a resolution, the RTO Officer Representative and the National Training Manager will consider the outcome of the investigation, program guidelines, relevant legislation and the impact on AMCA
- AMCA will make every attempt to reach a satisfactory resolution to the issue within 10 workdays
- Upon a decision being made the client will be advised in writing of the outcome of the complaint. The RTO Officer Representative will provide a written report to the complainant on the steps taken to address the complaint/s and will include their recommendations and the reason for their decision
- The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of the formal complaint
- The RTO Officer Representative will create an electronic file and store all records related to the complaint, including outcomes in the student's electronic folder.
- The details regarding the complaint, including the outcomes, will be documented in the Complaints Record Log by the RTO Officer Representative.

Escalate complaint – lodge appeal to the National Training Manager for review

- If the complainant is dissatisfied with the outcome, they may lodge an appeal with the National Training Manager
- Within 24 hours of receipt, the National Training Manager will contact the appellant to acknowledge receipt of the appeal
- An appeal may be made on one or more of the following grounds:
 - New evidence of a relevant nature is available

- The decision was made without due consideration of the facts, evidence or circumstances
- There was bias, prejudice or a conflict of interest by the person investigating
- Some significant procedural irregularity occurred in the investigative process
- Appeals should be submitted to the National Training Manager in writing within seven days of the client receiving notification of the decision and must set out the grounds of the appeal and provide any supporting evidence
- The National Training Manager will investigate all appeals. The investigation stage may include interviews with the appellant, any witnesses, or other relevant person and a review of any documentation
- An appropriate person or committee will be appointed to consult with the complainant and other relevant parties within 10 working days
- Where possible, such consultations should take the form of face-to-face interviews. The complainant or respondent may ask another person to accompany them to these interviews
- Note that in the case of an assessment appeal, AMCA may appoint an independent, qualified assessor to review the assessment
- Following the consultation, the National Training Manager will provide a written report to the complainant within 10 working days, advising the further steps taken to address the complaint including the reasons for the decision
- The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcomes of their internal appeal
- The National Training Manager will create a file and store all sealed records related to the appeal, including outcomes electronically
- All appeal details including outcomes will be documented in the Complaints Record Log.

Additional complaint avenues

- This complaint procedure does not infringe on the rights of students and stakeholders to raise their complaints through other available channels. Students and stakeholders are advised about how they can raise external complaints in the Student Handbook, AMCA Procedural Handbook and at induction. For example:
 - The Australian Skills Quality Authority (ASQA):
 - Website - www.asqa.gov.au/complaints/make-a-complaint--domestic-students/make-a-complaint--domestic-students1.html
 - Ph - 1300 701 801
 - *For all students.*
 - Other
 - Anti-Discrimination Board of NSW - www.antidiscrimination.justice.nsw.gov.au Ph - (02) 9268 5544.
 - Anti-Discrimination Commission Queensland - www.adcq.qld.gov.au/about-us Ph - 1300 130 670.
 - Victorian Ombudsman – Ph - 1800 806 314.
 - Department of Queensland Training Ombudsman – www.trainingombudsman.qld.gov.au Ph – 1800 773 048 - National Training Complaints Hotline – Ph - 13 38 73 (Please Select Option 4)
- This complaint procedure does not infringe on the rights of students and stakeholders to seek legal advice regarding their complaints.

Responding to external complaints

- If contacted by ASQA or any other relevant complaint body AMCA will cooperate fully in the process of handling the complaint. This will include and not be limited to providing full access to the relevant participant file (with the permission of the participant – see AMCA Privacy Procedure) and the internal complaints records. All AMCA staff will be instructed to cooperate with each such instant and give an accurate account of events as they understand them.

Circumstances in Which Complaints May Not Proceed

- A complaint will not proceed when:
 - The matter that is being complained about relates to relevant legislation
 - The complaint has been previously dealt with
 - An external body that has jurisdiction has already investigated the complaint
 - The complaint is made anonymously
 - The complainant declines to be named
- A complaint will not proceed if it is found to be fabricated, frivolous, vexatious or malicious. These types of complaints are characterised by:
 - Giving false or misleading information
 - Withholding relevant information or distorting the facts
 - Demonstrating no real commitment to resolving the complaint
- A student making these types of complaints may be subject to the AMCA Student Code of Conduct Procedure
- The complainant will be informed in writing why the complaint has not been investigated

Assessment Appeals Process

- A student has the right to appeal the outcome of an assessment within four weeks from the date on which the assessor's judgment for the student was made
- In the first instance, students should discuss the assessment outcome with the nominated assessor, if they feel comfortable to do 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
- When a reassessment is complete, the student will be advised in writing of the outcome of the reassessment
- The RTO Officer Representative will create a file and store all sealed records related to the assessment appeal, including outcomes electronically
- The details of the appeal and the decision of the independent assessor will be logged in the Complaints and Appeals Register.

Records of complaints and their outcomes

- Following the complaint, appropriate actions will be taken by AMCA to prevent the problem from occurring again through the AMCA Continuous Improvement Procedures

- The complaint details and outcomes will be logged on the AMCA's Complaints Record Log for review by the Advisory Committee.

Where AMCA considers more than 60 calendar days are required to process and finalise the complaint or appeal

- The RTO Officer Representative informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required
- The RTO Officer Representative updates the complainant or appellant on the progress of the matter in writing every week until the final resolution has been agreed upon
- Copies of all correspondence are kept in the complainant or appellant file electronically.

Maintenance of Complaints Record Log

- The RTO Officer Representative is to maintain the Complaints Record Log.

Document Support Summary

- Outcome 1, CI 1.1 – 1.4, 1.7 – 1.8, 1.13 – 1.20
- Outcome 2, CI 2.1 – 2.2
- Outcome 4, CI 4.1
- Outcome 5, CI 5.2 – 5.3
- Outcome 6, CI 6.1 – 6.5
- Outcome 8, CI 8.1 – 8.2, 8.4 – 8.6

Supporting Forms and Templates

Item	Name of Form / Template
1	Complaints and Appeals Form
2	Complaints and Appeals Management Form
3	Complaints Record Log (Complaints Register)
4	Continuous Improvement Register

Student Code of Conduct Procedure

Code of Conduct Agreement

- AMCA Australia is committed to providing a safe, inclusive and respectful learning environment. Discrimination, harassment, bullying or vilification of any kind is not tolerated. This includes (but is not limited to) behaviour based on race, religion, culture, gender, or beliefs, including antisemitism.
- AMCA's RTO Officer Representative is to ensure that every Student signs AMCA's Student Code of Conduct agreement before commencing studies. This is facilitated through the VETenrol application process
- AMCA's RTO Officer Representative is to place the original signed agreement into the student's electronic file or stored via the Student Management System (SMS).

Document Support Summary

- **Outcome 1, CI 1.1, 1.4, 1.7, 1.9 – 1.12**
- **Outcome 2, CI 2.1 – 2.2**
- **Outcome 3, CI 3.1**
- **Outcome 4, CI 4.1 – 4.3.**

Supporting Forms and Templates

Item	Name of Form / Template
1	Student Code of Conduct Agreement
2	Student Handbook

Privacy Procedure

Requests for information Process

- In order to request access to personal records, individuals are to make contact with the RTO Officer in writing.
- A person can gain access to the personal information AMCA holds about them by making a request in writing, detailing the information they seek, and by providing proof of their identity. Requests MUST be in writing and supported by identification confirming the requestors identity.
- Third Parties (including employers) are not able to access the personal confidential details of any person including their employees held by AMCA unless requested by the learner. The learner must complete a Consent to the Disclosure of Personal Information form
- The RTO Officer is to have the student complete the Consent to the Disclosure of Personal Information form.

Complaints

- If an individual feels that AMCA has breached its obligations in the handling, use or disclosure of their personal information, they may raise a complaint. We encourage individuals to discuss the situation with the Student Representative in the first instance, before making a complaint.
- The individual should make the complaint including as much detail about the issue as possible, in writing to the RTO Officer.
- AMCA will investigate the circumstances included in the complaint and respond to the individual as soon as possible (and within 30 calendar days) regarding its findings and actions following this investigation. Should after considering this response, if the individual is still not satisfied they make escalate their complaint directly to the Information Commissioner for investigation, Office of the Australian Information Commissioner, www.oaic.gov.au, Phone: 1300 363 992 or for VIC only The Commissioner for Privacy and Data Protection Phone: 1300 666 444. When investigating a complaint, the OAIC will initially attempt to conciliate the complaint, before considering the exercise of other complaint resolution powers.
- Alternatively, if the complaint relates to a non-privacy matter, or should individuals choose to do so, a complaint may also be lodged with the ASQA complaints handling service for complaints against RTOs: Australian Skills Quality Authority, www.asqa.gov.au, phone: 1300 701 801

Document Support Summary

- **Outcome 1, CI 1.1, 1.3, 1.5 – 1.8, 1.12**
- **Outcome 2, CI 2.1 – 2.2**
- **Outcome 3, CI 3.1, 3.5 – 3.6**
- **Outcome 4, CI 4.1**
- **Outcome 5, CI 5.2**
- **Outcome 6, CI 6.1 – 6.3, 6.5**
- **Outcome 8, CI 8.1, 8.5 – 8.6**
- Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.
- Privacy and Data Protection Act 2014 - VIC
- National Vocational Education and Training Regulator Act 2011

Supporting Forms and Templates

Item	Name of Form / Template
1	Consent to the Disclosure of Personal Information
2	Privacy Statement and Student Declaration

Student Discipline Procedure

Misconduct Dealt with Summarily Process

- Where misconduct by a student in connection with an activity held within AMCA (including a teaching, learning or practical activity, examination, official meeting, ceremony or other proceedings), the person responsible for that activity may exclude the student from the activity being conducted for the duration of that activity.
- A member of staff of AMCA with responsibility for the operation or management of a facility of AMCA may exclude a student from access to or use of that facility for a period not exceeding 7 days for misconduct arising out of the use of that facility by the student.
- A member of staff who excludes or disciplines a student under the previous two subsection, must, as soon as possible and in collaboration with the RTO Officer representative will complete and issue a Student Official Warning Form, notifying the student in writing of:
 - the period and reason for the interim exclusion
 - the details of the alleged misconduct
 - the opportunity for the student to answer the allegations
 - that the alleged misconduct will be reported to the National RTO Manager
 - of the opportunity for the student to request of the National RTO Manager an enquiry about the alleged misconduct. Refer to AMCA Australia's Grievance Handling Procedures
 - must provide the National RTO Manager with a copy of the notice
 - the RTO Officer representative ensures copies of all records and correspondence are placed in the student file.

Committee Review

Appointment of a Committee

- The National RTO Manager may (or where requested to do so by the student alleged to have committed the misconduct, must) within 21 days appoint a committee consisting of at least three members to assist in enquiries and may appoint one or more other appropriately qualified persons to assist such committee in its enquiries.
- At least one of the members of the committee must be a student.
- The National RTO Manager must advise the student in writing of the appointment of the committee and that the student is not entitled to representation by a person with legal qualifications before the National RTO Manager or the committee.

Opportunity to respond

- The National RTO Manager, or the committee, will send a notice to the student either by hand delivery or registered mail to the student's last known place of address according to the record of the AMCA.
- The notice will be signed by the National RTO Manager or the Chairperson of the committee and will:
 - describe the nature of the allegation
 - state that the student alleged to have committed the misconduct has an opportunity to explain the conduct in person or in writing
 - state that the student alleged to have committed the misconduct may be accompanied by a "non-legal" representative
 - state that the student alleged to have committed the misconduct may either in person or by his or her representative, call and examine witnesses, and cross-examine other witnesses
 - state that the National RTO Manager or the committee may interview any other person that may be able to assist with the enquiries
 - state that the National RTO Manager or the committee may submit, call for and/or examine such documents, correspondence, written statements and other papers that are reasonably relevant to the alleged misconduct

- state that the student alleged to have committed the misconduct has the opportunity to respond to any information gathered as part of enquiries.

Suspension

- The National RTO Manager may, if necessary for the management and good government of AMCA, suspend the student alleged to have committed the misconduct for one or more periods of up to six weeks during the conduct of an enquiry, or until the completion of the enquiry, whichever is the earlier.

Action

- Based on the findings after the enquiries, the National RTO Manager must take one or more of the courses of action listed in section 5.8 “Courses of Action”.
- The National RTO Manager must, within seven days of taking action, notify that student in writing of the decision and the reasons for taking that action.
- Where any action is taken, the National RTO Manager must report in writing to the Council at its next meeting detailing the reported misconduct, the enquiries made, and the findings following investigation and the course or courses of action taken.

Student Disciplinary Appeals

Appeals Committee

- A student affected by a decision of the National RTO Manager may appeal to the Student Disciplinary Appeals Committee against that decision or the severity of the disciplinary action taken, or both the decision and the severity of the disciplinary action taken.
- An appeal from a student must be in writing, state the grounds for the appeal and be lodged with the National RTO Manager within 20 working days after the student receives the notification of that decision.

Appointment of Appeals Committee

- The National RTO Manager will appoint a Student Disciplinary Appeals Committee. (See Grievance Handling Procedure). The National RTO Manager cannot be a member of the committee.
- A Student Disciplinary Appeals Committee must consist of:
 - a Chairperson, who may or may not be a member of the AMCA Advisory Committee
 - a student of AMCA
 - a staff member of AMCA

Other

- The Student Disciplinary Appeals Committee is entitled to obtain suitably qualified professional assistance if it considers such assistance appropriate.
- All members of the Student Disciplinary Appeals Committee are required to disclose any conflict of interest, either real or perceived, for any matter the subject of an appeal. The member under such conflict must not participate in the appeal as a member of the Student Disciplinary Appeals Committee.
- The Chairperson may appoint one or more substitute members to take the place of any person excluded from participation or to fill a casual vacancy.
- The National RTO Manager will appoint a person to act as secretary for each matter considered by the Student Disciplinary Appeals Committee.

Appeal Procedure

- The secretary to the Appeals Committee will, within 10 working days of receipt of a written appeal, make arrangements for calling a meeting of the Committee to hear the appeal.
- A Student Disciplinary Appeals Committee must commence hearing an appeal not later than 28 days after the date on which the student lodges a written notice of appeal.
- The secretary to the Student Disciplinary Appeals Committee must give each of the parties to the appeal not less than seven days notice of the date, time and place of the hearing and the notice given to the student must notify him or her of the provisions of section 5.5, 5.6.
- The decisions of the Student Disciplinary Appeals Committee must be determined by a simple majority of votes of members.
- The powers of a Student Disciplinary Appeals Committee on an appeal are, as may be appropriate to the nature of the appeal, too:
 - confirm or set aside a finding of the National RTO Manager
 - confirm or set aside or vary a penalty imposed or recommended by the National RTO Manager
- The Student Disciplinary Appeals Committee must give written notice of its decision in respect of an appeal to the parties to the appeal within seven days of that decision.

If the Student Disciplinary Appeals Committee has ruled that or confirmed a course of action that, a recommendation be forwarded to the Council that a student be expelled from the AMCA, all rights and privileges of that student (as such) must be suspended until the Council gives effect to the recommendation or determines not to do so.

Representation

- The procedure of a Student Disciplinary Appeals Committee, including the order in which evidence may be called, and the order in which addresses should be heard, must be at the discretion of the Committee.
- A student will be entitled to be represented before a Student Disciplinary Appeals Committee by a support person. The support person cannot be a legal practitioner and cannot be a member of staff at AMCA.
- AMCA will be entitled to be represented before a Student Disciplinary Appeals Committee by a member of staff of the AMCA.
- During a hearing by a Student Disciplinary Appeals Committee, the student will be entitled:
 - to be present with his or her representative throughout the hearing, except when the Chairperson and members wish to confer privately among themselves or to consider their decision
 - either in person or by his or her representative to call and examine witnesses, to cross-examine other witnesses and to address the Student Disciplinary Appeals Committee
 - to submit, to call for and/or to examine documents, correspondence, written statements and other papers relevant to the appeal.
- AMCA's representative may:
 - be present throughout the hearing, except when the Chairperson and members wish to confer privately among themselves or to consider their decision
 - call and examine witnesses, cross-examine other witnesses and address the Student Disciplinary Appeals Committee
 - submit, call for and/or examine documents, correspondence, written statements and other papers relevant to the appeal.
- Hearings of a Student Disciplinary Appeals Committee will be in private.

- A Student Disciplinary Appeals Committee must have full authority to keep order at its hearings and may order the removal for unruly conduct of any person (including the student in respect of whom the hearing is taking place or the student's representative).
- If a student fails to appear at a hearing of which notice has been given in accordance with this Procedure a Student Disciplinary Appeals Committee may, at its discretion, proceed with the hearing in the student's absence or may adjourn the hearing.

Courses of Action

- The National RTO Manager or a Student Disciplinary Appeals Committee may, in relation to any student alleged to have committed misconduct, take any one or more of the following courses of action:
 - where the allegation of misconduct is not supported by the evidence, dismiss the allegation
 - take no further action
 - caution the student
 - reprimand the student
 - require the student to attend counselling sessions for a specified period
 - require the student to make restitution to AMCA or a person for property lost, damaged or destroyed due, in whole or in part, to the conduct of the student
 - suspend the student from any or all academic and training activities for no longer than 12 months
 - exclude the student from AMCA premises or facilities, or a specified part or parts of AMCA premises for no longer than 13 weeks
 - direct the student not to bring specified personal items onto AMCA premises for the duration of that teaching session or semester
 - recommend to the National RTO Manager that the case be referred to the AMCA's legal representatives for legal action
 - recommend to the National RTO Manager that the student be expelled from the AMCA
 - impose any combination of the above courses of action.
- Any course of action taken must be proportionate and relevant to the alleged misconduct.
- A student who fails to comply with a requirement imposed by the National RTO Manager or the Student Disciplinary Appeals Committee under section 5.8 will be deemed to be no longer an enrolled student at AMCA.

Expulsion from AMCA

- A student who has been expelled from AMCA must not be re-enrolled as a student except with the permission of the National RTO Manager.

Document Support Summary

- **Outcome 1, CI 1.1, 1.3**
- **Outcome 2, CI 2.2**
- **Outcome 3, CI 3.1**
- **Requirement 1, CI 1.4**
- **Requirement 2, CI 2.1**

Supporting Forms and Templates

Item	Name of Form / Template
1	Student Official Warning Form
2	Student Handbook
3	Student Commitment Form

Plagiarism and Cheating Procedure

Process

- All assessors have an obligation to identify and investigate any possibility of cheating or plagiarism.
- An assessor who believes that the action of a student may involve cheating or plagiarism has occurred should first establish the evidence (through identification of the source) to support their allegation.
- The student may be requested to attend an interview with the primary assessor and an independent assessor. The learner may elect to invite a support person or nominee to be present at this interview.
- If, as a result of this interview, the primary assessor and the independent assessor conclude that no cheating or plagiarism was involved, no further action will be taken and no record of the interview shall be kept.
- Where the primary assessor and the independent assessor conclude that the action of the student was an example of inadvertent cheating/plagiarism, the student will be counselled by the primary assessor and the RTO Officer representative and a note to that effect will be placed on the student's file using the *Plagiarism and Cheating Record of Meeting Form*.
- To ensure that an accurate record of meetings with students regarding alleged cases of plagiarism is maintained it is required that the assessor complete the *Plagiarism and Cheating Record of Meeting Form* for each meeting with the student.
- Where the primary assessor and the independent assessor conclude that the case involves deliberate cheating/plagiarism, the student will be subject to the AMCA Student Discipline Procedure and the student will be required to complete a supplementary assessment. The student will be offered internal support by the RTO Officer representative.
- If the student is identified as "At Risk" and requires professional assistance, the RTO Officer representative will source the relevant external support.
- If the student disagrees with the findings of the primary assessor and the independent assessor, the student may access the Complaints and Appeals procedures and an investigation following the AMCA processes will be initiated by the National RTO Manager.

Record of Meeting with Student

- When having discussions with the learner regarding Plagiarism and Cheating, the AMCA representative is required to use the *Plagiarism and Cheating Record of Meeting Form* to ensure that an accurate record of meetings.
- The completed *Plagiarism and Cheating Record of Meeting Form/s* to be placed in the student file.

Plagiarism and/or Cheating Report

- Based on the meeting between the student and AMCA representative, the AMCA representative is required to use the Plagiarism and/or Cheating Report Form to record established instances of plagiarism and/or cheating, and place the completed report in the student's file.

Minimisation Strategies

- AMCA Staff minimisation responsibilities include:
 - Be aware of the definition of Plagiarism and Cheating and how it may impact student assessment.

- Explain Plagiarism and Cheating definitions and Procedures to students as required.
 - Know and consistently implement the Procedures of AMCA concerning plagiarism and cheating
 - Provide information to students about referencing requirements that are relevant to the discipline area
 - Provide examples to students of appropriate referencing techniques and practice
 - Ensure that students understand the difference between cooperative learning, group work, collusion and enabling plagiarism
 - Be vigilant in the detection of plagiarism
 - Be aware of, and respect, the practices of other cultures / cultural backgrounds
 - Provide transparent and consistent feedback to students about issues relating to referencing
 - Staff will set a good example through their own practice.
- AMCA training and assessment resources ensure a diverse range of learning and assessment methods are offered to students.

Permitted Use of AI Tools

- Students are permitted to use AI tools for:
 - Research assistance (e.g., understanding concepts).
 - Drafting support, where permitted by assessment conditions.
 - Enhancing understanding of course content.
- Use of AI is permitted only when:
 - The assessment instructions do not prohibit external assistance.
 - The student rewrites information in their own words.
 - All AI-derived content is appropriately acknowledged and validated.

Prohibited Use / Misconduct

- AI use is considered cheating or plagiarism when:
 - AI content is submitted without being paraphrased or cited.
 - Students bypass assessment conditions that require independent or supervised work.
 - Fabricated or unverifiable AI content is presented as fact.

Assessment Instructions & Assessor Responsibilities

- Assessors should:
 - Include explicit statements in assessment tools about the conditions for AI use.
 - Clarify whether a task must be completed “in the student’s own words.”
 - Apply validation strategies (e.g., verbal questioning) when AI-assisted responses are suspected.
 - Maintain documentation of suspected breaches as per this Procedure.

Referencing AI Use

- When AI content is referenced, students must:
 - Include a short note (e.g. “Content supported by ChatGPT, OpenAI, accessed 5 June 2025”).
 - Paraphrase AI responses, unless quoting directly.
 - Include the **prompt used**, when applicable, to support transparency.

Evidence Validation (Clause 1.8 and Clause 1.10)

- Assessors must ensure:
 - The student has demonstrated their own knowledge and skills.
 - AI-assisted responses are **sufficient, valid, and authentic**.
 - Any claims of knowledge are cross-verified through follow-up questions or observation if required.

Copyright

- Students are required to comply with relevant Commonwealth and State legislation including the Copyright Act 1968 (Commonwealth)
- Students must ensure they acknowledge all sources of information and as a general guide limit the amount of material copied to 10% of the total source document.

Maintaining Records

- The AMCA RTO Officer representative will secure the storage of records and confirmed incidents of plagiarism will be maintained in the student file.
- Access to students' file/records must be made through the RTO Officer representative.
- If an accusation of plagiarism is dismissed, the RTO Officer representative will ensure that no details will be lodged on the student's record.

Student Official Warning

- If the RTO Officer representative identifies that the student is required to have an official warning, the RTO Officer representative is required to complete the Student Official Warning Form.

Document Support Summary

- **Outcome 1, CI 1.1, 1.7 – 1.8, 1.9 – 1.12**
- **Outcome 2, CI 2.1 – 2.2, 2.4 – 2.5**
- **Outcome 3, CI 3.1**
- **Outcome 4, CI 4.1 – 4.3.**

Supporting Forms and Templates

Item	Name of Form / Template
1	Plagiarism and Cheating Record of Meeting form
2	Plagiarism and/or Cheating Report Form
3	Student Official Warning Form
4	Student Handbook
5	AMCA Procedural Handbook

Student Withdrawal from Course Procedure

Student Initiates Withdrawal

- The RTO Officer representative conducts an interview with the student regarding their reasons for withdrawal.
- If possible, the RTO Officer representative will make adjustments to allow the student to continue in the course. For example, changing delivery modes, reasonable adjustments to assessment, etc. If the student is to continue training, a Student at Risk Form will be completed to detail the adjustments.
- If the student still wishes to withdraw from the course, the RTO Officer representative will ask the student to complete the Withdrawal Form.

Non-Negotiated Absence

- For accredited qualifications, after five (5) consecutive training days of non-negotiated absence, the Trainer will inform the RTO Officer representative.
- The RTO Officer representative will attempt to contact the student. All attempts to contact the student will be recorded on the Student Communication Log.
- If the RTO Officer representative is able to contact the student they will discuss the student's absence and negotiate the student's return to training. This may include making adjustments to allow the student to continue in the course, for example, changing delivery modes, reasonable adjustments to assessment, etc. If the student is to continue training, a Student at Risk Form will be completed to detail the adjustments.
- If the student cannot be contacted, the RTO Officer representative will contact the Employer.
- For non-accredited programs and individual units of competency, a 48-hour written notice is required to transfer from the enrolled course or any practical observation assessments. Failure to notify AMCA Australia may result in a rebooking fee calculated at 50% of the course cost

Employer Initiates Withdrawal

- Students are enrolled with AMCA on the understanding that they are directly employed or hosted by an employer.
- As such, If the student is no longer employed by the employer, AMCA will undertake the following:
 - Process the student initiated cancellation of their training and/or enrolment with AMCA.

Withdrawal Process Undertaken

- If AMCA, the student and/or the employer agree for the student to withdraw from the course, the AMCA RTO Officer representative will complete a "Student Withdrawal from the Course form".
- The RTO Officer representative checks the form to ensure it is completed accurately and signed by the student.
- The RTO Officer representative will check the student's file and assessments and ensure that all completed assessments have been recorded in VETtrak.
- The RTO Officer representative will withdraw the student from the course on VETtrak.
- The RTO Officer representative will assess the student's entitlements to refunds in accordance with the Charges, Fee Protection and Refund Procedures.

- The RTO Officer representative will process a Statement of Attainment if applicable in accordance with the Issuing AQF Qualifications Procedures.
- The Employer will be kept informed at each stage of the process.

Document Support Summary

- Outcome 1, CI 1.26
- Outcome 3, CI 3.1 – 3.4, 3.6
- Outcome 4, CI 4.1
- Outcome 5, CI 5.2
- Outcome 7, CI 7.1, 7.4 – 7.5

Supporting Forms and Templates

Item	Name of Form / Template	Additional Comments
1	Student Withdrawal from Course Form	<ul style="list-style-type: none"> • Also known as “Course Exit Form” or “Withdrawal Form”
2	Student Communication Log	
3	Student at Risk Form	
4	Refund Request Form	

Student Feedback Procedure

Collecting Learner Questionnaire

- When a student returns a *Student Withdrawal from Course Form* or completes all units of competency in their qualification, the RTO Officer representative will send an email to the student requesting that the student complete a Learner Questionnaire online using VETSURVEY (or equivalent).
- Where the student does not have an email address or cannot complete the survey online, the RTO Officer representative will ask them to complete a hard copy of the survey and will then enter this data manually into VETSURVEY or Survey Monkey (or equivalent) themselves.

Recording and Analysing Feedback from Learner Questionnaires

- Completed Learner Questionnaires will be provided to the RTO Officer representative.
- The RTO Officer representative will run summary reports in VETSURVEY (or equivalent) and summarise the data from the Learner Questionnaires. This will allow for easy analysis.
- The RTO Officer representative will review the survey information and report on a periodical basis and to present reports within one month of surveys conducted

Annual reporting requirements

- By June 30 each year, the RTO Officer representative or National Training Manager will complete the Quality Indicator Annual Report Summary in full and send it to ASQA.

Conducting Surveys from Ongoing Students

- The RTO Officer representative will send an email to the student requesting that the student complete an online Learner Feedback Questionnaire every twelve months (typically in November/December) during their annual training cycle.
- Where the student does not have an email address or cannot complete the survey online, the RTO Officer representative will ask them to complete a hard copy of the survey and will then enter this data manually into the database.
- The RTO Officer representative will review the survey and report on the findings.

Student Focus Groups / Lessons Learnt

- The RTO Officer representative may schedule all annual focus groups. The following provides a general guideline on when the focus groups will be conducted with various student groups.

Qualification	Anticipated time to conduct annual focus group	Additional Comments
Cert IV Eng Drafting	March - November	<ul style="list-style-type: none">• Each Focus Group Sample Size – eight to 10 students• Conducted over lunchtime or a time that suits best• Duration – 30 to 60 minutes• Chair – AMCA Staff (not a trainer/assessor)• Format – Facilitator asks questions and students provide verbal response and open discussion
Cert IV Proj Mang Prac	June - October	
Dip Proj Mang	March - November	

- The RTO Officer representative together with the National Training Manager will review the student population and select participants to invite to participate in the focus groups. These students should include:
 - Students at different stages of course progression
 - Students who have been trained/assessed by different trainers

- Students from diverse backgrounds
- Students employed by different employers/businesses
- Students with varying LLND abilities.
- The RTO Officer representative will analyse recent feedback from employer questionnaires, student questionnaires, industry consultations, trainer feedback, internal audits and validation processes. Using this information, the RTO Officer representative will identify strengths and limitations to be the focal point of discussion.
- The RTO Officer representative or AMCA representative:
 - Will conduct focus group meetings.
 - Prior to conducting these focus group meetings will develop between four and seven draft open-ended questions to ask at focus group meetings. When doing so, the RTO Officer representative will take care to ensure that the questions provide a balanced overview of training and assessment response
 - Will present the draft question for consideration by the National Training Manager for feedback prior to the RTO Officer representative finalising the questions
- The RTO Officer representative or National Training Manager will facilitate the focus groups and notes will be taken.
- The RTO Officer representative will report the findings of the focus groups at management meetings.

Conducting Surveys from Completed Students

- The RTO Officer representative will conduct post training reviews of students who have completed their qualifications in the previous year and are now working as qualified professionals.
- This review can be done via an online Learner Feedback Questionnaire or in person - from six (6) months of completing their qualification (these dates will vary depending on the qualification).
- Where the student does not have an email address or cannot complete the survey online, the RTO Officer representative will ask them to complete a hard copy of the survey and will then enter this data manually into the database.
- The RTO Officer representative will review the survey and report on findings.

Opportunities for improvement

- Where the RTO Officer representative identifies an opportunity for improvement during the review of the student feedback data, the RTO Officer representative will log the improvement/rectification on the Continuous Improvement Register in accordance with the Continuous Improvement Procedure.

Document Support Summary

- **Outcome 1, CI 1.1, 1.4, 1.7 – 1.12**
- **Outcome 2, CI 2.1 – 2.2**
- **Outcome 3, CI 3.1**
- **Outcome 4, CI 4.1 – 4.3.**

Supporting Forms and Templates

Item	Name of Form / Template	Additional Comments
1	Learner Questionnaire	<ul style="list-style-type: none">Note – Learner Questionnaire used is one developed by Australian Quality Training Framework (AQTF) “Learner Questionnaire” ver 2007 - http://www.acer.edu.au/files/AQTF_LearnerQuestionnaireLQ_005.pdf as viewed 4th February 2022
2	Continuous Improvement Register (CIR)	Otherwise known as the CIR

Employer Feedback Procedure

Collecting Feedback

- When a student returns either a *Student Withdrawal from Course Form*, the RTO Officer representative will send an email to the employer and request they complete the survey online.
- If the employer is unable to complete the survey online, the RTO Officer representative will arrange for them to complete a hardcopy of the Employer Questionnaire and will then enter the data into VETsurvey (or equivalent) on behalf of the employer.
- The survey will reflect the AQTF Employer Questionnaire as a minimum.

Recording and Analysing Feedback

- The RTO Officer representative will run summary reports in VETsurvey (or equivalent) on the data from the Employer Questionnaires.
- The RTO Officer representative will review the survey information and report on a periodical basis. It is required to present reports within one month of surveys conducted.

Annual reporting requirements

- Similar to Student Survey Requirements, by June 30 each year, the National Training Manager or AMCA RTO Officer representative will complete the Quality Indicator Annual Report Summary in full and send it to.

Opportunities for improvement

- Where the RTO Officer representative identifies an opportunity for improvement during the review of the employer feedback data, they will raise log the improvement/rectification on the Continuous Improvement Register in accordance with the Continuous Improvement Procedure.

Document Support Summary

- **Outcome 1, CI 1.1, 1.4 – 1.6, 1.8 – 1.11**
- **Outcome 2, CI 2.1 – 2.2**
- **Outcome 6, CI 6.1 – 6.5**
- **Outcome 8, CI 8.1, 8.5 – 8.6**

Supporting Forms and Templates

Item	Name of Form / Template	Additional Comments
1	Employer Questionnaire	Note – Employer Questionnaire used is one developed by Australian Quality Training Framework (AQTF) “Employer Questionnaire” ver 2007 - https://www.acer.org/files/AQTF_EmployerQuestionnaireEQ_004.pdf as viewed 4th February 2023
2	Continuous Improvement Register (CIR)	Otherwise known as the CIR

Training Package Transition Procedure

Identification of New Releases and/or Updates Process

- The AMCA Representative will subscribe to ASQA updates/newsletters, and relevant industry skills council communication to ensure that all training package releases and changes are identified.
- Any changes to a Training Package within AMCA's scope of registration are reported in writing via email to the National RTO Manager or RTO Officer representative in accordance with the Continuous Improvement Procedure.

Transition Register

- Whenever a new Training Package is added to AMCA's scope of registration, the RTO Officer representative will add the qualification to the Training Package Transition Register.
- Whenever advice is received from industry communications that a qualification on AMCA's scope of registration is under review, this information will be added to the transition register.
- Transition arrangements for new changes will be added to the register.
- The RTO Officer representative will check the Training Package Transition Register monthly to ensure that pending changes are recorded and prepared for and will report the status of the register at management meetings.

Training Package Release

- Where a new Training Package is released that supersedes an existing Training Package on AMCA's scope of registration, the AMCA representative will obtain the Training Package release from Training.gov.au.
- The RTO Officer representative and National Training Manager will prepare a Training and Assessment Strategy and undertake industry consultation for the new Training Package in accordance with the Training and Assessment Strategy Procedure.
- Where the new qualification is deemed 'not equivalent', the RTO Officer representative will discuss the scope application with AMCA management and submit an application to change the RTO scope of registration in accordance with the Scope of Application Procedure where required.

The new Training Package on AMCA Scope of Registration

- Once a new Training Package has been added to AMCA's Scope of Registration, the RTO Officer representative will ensure that all relevant resources are prepared for the implementation of the training program, including training employees in the new requirements.
- The RTO Officer representative will request that all Trainers and Assessors delivering the new qualification complete the relevant Training and Assessor Qualification and Competency Matrix.
- The RTO Officer representative or National Training Manager will update AMCA's marketing materials for the new qualification.

Transition of students

- The RTO Officer representative will prepare a course schedule for the new qualification.
- The RTO Officer representative will monitor student progress in accordance with the Student Attendance and Progress Procedure to ensure that students complete and achieve all

competencies within the duration of the training. If this is not achievable due to the training package transition timeframe or end date of the course, then the student must transition to the New Training Package if applicable.

- The RTO Officer representative will check that students affected are not disadvantaged because of the transition to a new training package.

Students who may be disadvantaged

- If the RTO Officer representative identifies that a student may be disadvantaged by transitioning to the new Training Package, the National Training Manager will apply to ASQA in writing for permission for the student to continue training under the old Training Package.
- Training will not continue under the old Training Package until written permission has been received from ASQA.

Document Support Summary

- **Outcome 1, CI 1.26 – 1.27**
- **Outcome 3, CI 3.1 – 3.3, 3.5**
- **Outcome 4, CI 4.1**
- **Outcome 5, CI 5.2, 5.4**
- **Outcome 6, CI 6.1, 6.3**

Supporting Forms and Templates

Item	Name of Form / Template
1	Training Package Transition Register
2	Training and Assessor Qualification and Competency Matrix

Trainer Student Fraternising Procedure

If a relationship occurs or is likely to occur

- The trainer should attempt to avoid the relationship. This may include encouraging the student to not enrol, requesting the student be transferred to another trainer, the student dropping the course, requesting the student be transferred to a different course, requesting the student be assessed by another suitably qualified assessor or requesting the student be transferred to another advisor.

Allegations

- When allegations occur, the RTO Officer representative will investigate them and report to the National Training Manager.
- Where it is concluded that the allegations are true, the trainer will be asked to terminate the position of authority.
- If the Trainer is not prepared to terminate the position of authority, the RTO Officer representative in consultation with Human Resource and the National Training Manager representative will take action to terminate the relationship. If necessary, the RTO Officer representative may take disciplinary actions including verbal warnings, dismissal or termination.
- Any person found to have knowingly made a false allegation of a consensual trainer/student relationship may also be issued a verbal warning, dismissal or termination.

Support

- The RTO Officer representative in consultation with Human Resource and the National Training Manager representatives will determine the appropriate support to the student or trainer if required.
- This may include the provision of a support representative to the student and trainer.

Document Support Summary

- Outcome 1, CI 1.3, 1.7 – 1.8, 1.16
- Outcome 2, CI 2.1 – 2.4
- Outcome 5, CI 5.2
- Outcome 6, CI 6.1, 6.3, 6.5
- Outcome 7, CI 7.1, 7.4.

Issuing AQF Qualifications Procedure

Issuing AQF Qualifications

- Individuals who have completed a program of learning that leads to the award of an AQF qualification are entitled to receive a:
 - Testamur; and
 - A record of results.
- The individual student's Unique Student Identifier (USI) is collected and verified prior to AMCA issuing a qualification or statement of attainment to a student. An AQF qualification is not to be issued if the student does not have a verified USI. Refer to AMCA Student Enrolment Procedure and Unique Student Identifier Procedure.
- Before issuing an AQF qualification and a Statement of Attainment, the RTO Officer will check the units not completed section of the client record in VETtrak. If there are units listed, the RTO Officer will check the student's digital file and learning management system (LMS) to verify if the units were successfully completed and update the VETtrak record accordingly. If the units were not yet successfully completed, the AQF qualification must not be issued.
- Before issuing an AQF qualification and a Statement of Attainment, the RTO Officer will check that all invoices have been paid in full or left up to the discretion of AMCA Australia.
- Before issuing an AQF qualification and a Statement of Attainment, the RTO Officer will check the student's electronic file to ensure that all file contents are in order.
- All AQF qualifications issued by AMCA will include the following:
 - AMCA's full name, national RTO code and logo (corporate identifier)
 - Name of the person receiving the qualification
 - The code and title of the awarded AQF qualification
 - Date issued
 - The authorised signatory
 - The words, "The qualification is recognised within the Australian Qualifications Framework" or the AQF logo
 - QR Barcode – used to verify the validity of the document against AMCA's student management system
 - The Nationally Recognised Training (NRT) logo in accordance with the current conditions of use (which is further detailed via URL which is outlined in Section 6)
 - AMCA may also use watermarked parchment paper
 - Industry descriptor, e.g. Project Manager or Drafting Engineer
- Qualification testamurs will be one single page. A separate page will include a record of results.
- The following elements will be included on a record of results:

AMCA's full name, national RTO code and logo (corporate identifier)

 - The name of the person receiving the record of results
 - The code and title of the awarded qualification
 - Date issued
 - The authorised signatory
 - The code and full title for all competencies achieved
 - The result achieved for each competency, i.e. "C" = Competent, "RPL" = Recognition of Prior Learning, "CT" = Credit Transfer.
- AMCA will also include contact details for enquiries relating to the qualification.
- A unique certificate and record of results parchment number will also be included to reduce fraudulent use. These numbers are generated automatically when entering the award into VETtrak.

- The Certificate is to be issued within 30 days of the student completing the final assessment, or if a student no longer is attending training and it is understood that the student will not continue. AMCA will issue the appropriate award electronically to the student. This will also be made available via the student portal.
- The RTO Officer will process the Qualification from the AQF Qualification Certificate Template document and ensure that AMCA's CEO or Manager sign the qualification.

Issuing Statements of Attainment

- Before issuing a Statement of Attainment, the RTO Officer will check the units not completed section of the client record in VETtrak. If there are units listed, the RTO Officer will check the students' file & the student management system to verify that the units were successfully completed. Once this has passed the QA process, the Statement of Attainment can then be issued to the student.
- All AQF statements of attainment issued by AMCA must include the following:
 - AMCA's full name, national RTO code and logo (corporate identifier)
 - Name of the person who achieved the competencies or modules
 - Date issued
 - A list of units of competency (or modules where no competencies exist) showing their full title and the national code for each unit of competency
 - The authorised signatory
 - The Nationally Recognised Training logo in accordance with the current conditions of use
 - The words, "These competencies form part of [code and title of qualification(s)/course(s)]" (if applicable)
- AMCA will also include contact details for enquiries relating to the statement of attainment.
- A unique statement of attainment parchment number will also be included to reduce fraudulent use. These numbers are generated automatically when entering the award into the Student Management System (VETtrak).
- The RTO Officer will process the Statement of Attainment from the "AQF Qualification Certificate Template" document ensure that AMCA's RTO CEO or Manager signs the qualification .

Quality Control

- The RTO Officer and National Training Manager will ensure issuing staff use only the current version of the qualification or Statement of Attainment template by ensuring all testamurs are processed via Vettrak and that the template on VETtrak is regularly reviewed.
- AMCA's QR Code or corporate identifier will be used on all AQF qualifications to ensure authenticity and reduce incidences of fraudulent reproduction.

Record Keeping

- AMCA's RTO Officer will maintain a register of all AQF qualifications they are authorised to issue through Student Management System (VETtrak).
- AMCA will maintain an Award Register in the Student Management System (VETtrak) of all:
 - AQF qualifications issued to graduates
 - Statements of attainment issued to graduates.
- The register of awards in VETtrak will include information to correctly identify the:
 - Holder of the qualification
 - AQF qualification by its full title
 - Date of issue/award/conferral.
- In addition, AMCA will:
 - Retain records of issued AQF qualifications for a period of 30 years
 - Retain records of issued statements of attainment for a period of 30 years

- Any students issued a qualification or statement of attainment can be accessed on Student Management System (VETtrak) at any time.

Request for Replacement of Qualifications and Statements of Attainment

- A Student seeking a replacement qualification or statement of attainment should contact AMCA directly.
- To prevent fraud, prior to the issue of a replacement qualification or statement of attainment an AMCA staff member will speak to the student directly and verify their identity (As a suggestion their date of birth, who they were working with when they completed the qualification. What address were they living at?) Before this occurs the staff member needs to verify on VETtrak that the student has previously completed this qualification and is entitled to a replacement.
- The replacement qualification and/or statement of attainment will be signed by the current authorised signatory. Therefore, the signatory to the reissued documents may be different from those on the original.
- A replacement qualification and/or statement of attainment will only be sent to the student whose name appears on the replacement qualification and/or statement of attainment.
- Any students issued a qualification or statement of attainment can be accessed on the student portal or via the Student Management System (VETtrak) at any time
- Details of the replacement qualification and/or statement of attainment, including the date of the reissue will be recorded in the Award History in VETtrak.
- Students who request a replacement of their original qualification or statement of attainment may be charged a fee of \$25.00 (including 10% GST).
- Payment must be received before the replacement qualification or statement of attainment is issued.
- Replacement qualifications or statements of attainment will be issued within 2 weeks of receipt of payment.

Request for Photocopy of Qualifications and Statements of Attainment

- AMCA will only provide a photocopy of a student's qualification and/or statement of attainment to the student or the student's employer. This will only be made available to the employer whilst the student's status is employed with that relevant business.
- A copy will be taken of the Student's qualification and/or statement of attainment and will be stamped "Certified copy" and sent to the person requesting the copy.
- The RTO Officer and National Training Manager will hold the certified Copy in a secure location.
- Only the National Training Manager is authorised to sign the "Certified Copy" stamped copy.
- Any students issued a qualification or statement of attainment can be accessed on the student portal or via the Student Management System (VETtrak) at any time.
- Details, including date copy of qualification and/or statement of attainment was copied will be recorded in the Award History in the Student Management System VETtrak.
- There is no charge for a photocopy of a qualification or statement of attainment.

Document Support Summary

- Outcome 3, CI 3.1 – 3.6
- Outcome 4, CI 4.1
- Outcome 6, CI 6.6
- Outcome 8, CI 8.2, 8.4 – 8.6

Supporting Forms and Templates

Item	Name of Form / Template	Additional Comments
1	AQF Qualification Certificate Template	
2	Statement of Attainment Template	
3	Student Withdrawal From Course Form	Also known as “Withdrawal Form”
4	Registration Standards 2025 – <i>Outcome Standards</i> - Appendix 2 – Schedule 4 <i>Conditions of Use of NRT Logo</i>	<ul style="list-style-type: none">• Please refer to ASQA document https://www.asqa.gov.au/vet-registration/meet-requirements-ongoing-registration/issue-qualifications-and-statements as viewed 27/05/2025
5	Student File/Enrolment Checklist	

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/Vaping

Smoking/Vaping is not permitted inside AMCA premises.



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