



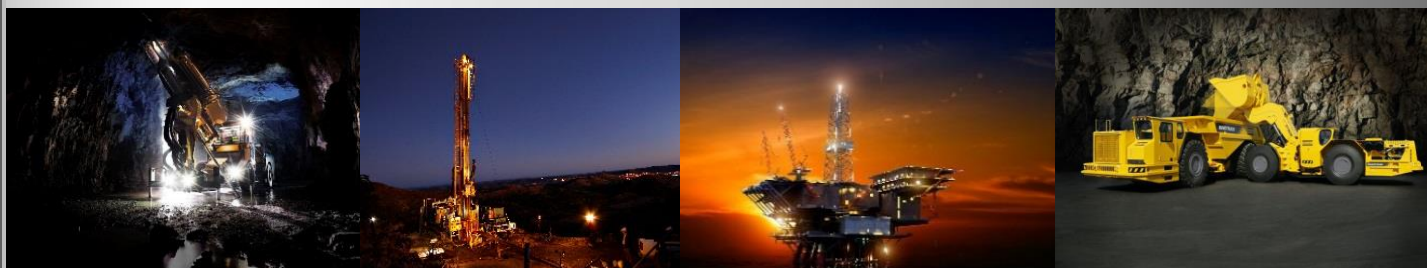
# STUDENT INFORMATION HANDBOOK



49 Reserve Drive  
Mandurah, Western Australia 6210  
RTO Provider Number: 51822

P: 08 9583 4918  
F: 08 9583 3624  
E: [info@ampt.com.au](mailto:info@ampt.com.au)  
W: [www.ampt.com.au](http://www.ampt.com.au)

Advanced Mine Performance Training Services Pty Ltd (AMPT Services) is an Australian Registered Training Organisation supplying Nationally Accredited Training and Assessment Services to the Drilling and Mining Industries within Australia and Internationally. Our trainers are highly qualified and come with years of experience and professionalism.



## WELCOME Note

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Welcome to AMPT Services!

This Student Information Handbook has been provided to you to assist with your Vocational Education and Training (VET) program which explains the processes for enrolment, recognition of current competencies and your rights and responsibilities as a student. Please ensure you read and understand the content prior to commencing your training. Please contact AMPT Services on 08 9583 4918 or [info@ampt.com.au](mailto:info@ampt.com.au) if you have any queries.

## SCOPE of Registration

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AMPT Services offers the following qualifications through traineeship and fee for service arrangements;

- RII20920 Certificate II in Drilling Operations
- RII31820 Certificate III in Drilling Operations
- RII40920 Certificate IV in Drilling Operations
- RII50620 Diploma of Drilling Operations

More information can be found at [www.training.gov.au/Organisation/Details/51822](http://www.training.gov.au/Organisation/Details/51822).

## OUR commitment to you

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At AMPT we pride ourselves in the quality of the training and assessment that is responsive to the needs of our students and the industry. Should for any reason AMPT are unable to deliver on our agreed services we shall endeavour to assist you in gaining access to training at another RTO and provide a full refund of services not delivered (See Fees, charges and refund section).

## LOCATION of Training and Assessment

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AMPT Services carries out most training and assessing on site. We can complete theory training in the training room but due to the requirements of the competency standards for the mining and drilling industry, practical demonstration of skills must be completed out on site.

The on site delivery incorporates the use of senior staff members on the site who have the up to date skills and knowledge to support the student with AMPT Trainers and Assessors supporting the process and are responsible for the final assessment.

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## UNDERSTANDING Vocational Education and Training (VET)

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Vocational Education and Training (VET) aims to develop the workforce with the skills and knowledge required by industry. AMPT Services provides VET qualifications based on national training packages which are recognised Australia wide by employers and other Registered Training Organisations.

## COMPETENCY Based Training & Assessment

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Competency-based training & assessment (CBT&A) places emphasis on what a person can do in the workplace as a result of completing a training program. The aim is to ensure that training programs better meet the needs of Australia's industries and enterprises.

Outcomes of CBT&A reflect workplace duties, working environments and performance requirements, so the assessment process is one of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards.

These standards are represented by Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work based) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved, not by having a final exam benchmarked against other participants. Where a participant has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they will have the opportunity to be re-assessed.

Courses delivered by AMPT Services follow CBT&A principles. AMPT trainers and assessors work with workplace supervisors assessing consistency of job performance (application of skills and knowledge) over time to determine overall student competence.

## WHAT is a Registered Training Organisation (RTO)?

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A training organisation that is accredited by the Australian Skills Quality Authority (ASQA) to deliver VET services. ASQA is the national regulator for Australia's VET sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are being met.

AMPT Services is obligated to meet these standards (Standards for Registered Training Organisations (RTOs) 2015) and follows a rigorous process to ensure training meets the needs of all stakeholders including Students, Industry and Employers.

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Registration is granted by the regulator up to a maximum of 7 years and AMPT Services received this 7 year renewal of registration in October 2017 with the next renewal process due in August 2024.

## AUSTRALIAN Qualifications Framework (AQF)

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The AQF is the national policy for regulated qualifications in the Australian education training system. The AQF establishes the quality of Australian qualifications which includes school, industry based and university qualifications.



## ENROLMENT Process

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You can enrol for a course with AMPT Services on-line or face to face. The online enrolment can be found on our website: <https://www.ampt.com.au>. Just click on the 'Online Enrolment' in the top menu.

For face to face enrolments, contact us directly and we will arrange a meeting to provide all information about your preferred course. Enrolment in funded programs will be arranged through your workplace and the Australian Apprenticeship Support Network and can also be completed either on-line or face to face. This usually depends on your location.

As a part of the enrolment process, you will be required to undertake a Language, Literacy and Numeracy assessment to confirm that the course is right for you.

You will also need to provide your Unique Student Identifier (USI). If you don't have one AMPT Services will be able to show you how to register for one. This is important as we are not able to issue any certification until you have provided a USI. For more information on the USI, please visit <https://www.usi.gov.au/about>.

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## TRAINEESHIPS

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A Traineeship is a way to become trained and qualified in a job with the ability to work and earn money while getting a qualification. If a student's training is required to be registered as a traineeship, the student is also required to:

- Meet with an AMPT Services Representative to complete an enrolment form and Training Plan Outline (TPO). The TPO outlines the time frames and units of competency associated with the qualification.
- Meet with the Apprenticeship Centre (AC) to formalise the Training Contract (TC). The TC defines the qualification being undertaken and all parties roles and responsibilities during the training period.

## ASSESSMENT Process

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Assessment is a process of collecting evidence and making judgements of competency on criteria required in the Training Package. Assessments will be carried out fairly and consistently. Once the assessor is confident that you can demonstrate the knowledge that underpins the competency and complete the tasks in line with the training package and to industry standard, you will then achieve competency. There are a number of assessment methods used to collect evidence to determine competence that may include (but not limited to):

- Observation as you perform the tasks
- Case Studies
- Oral presentations
- Role plays
- Activities in a simulated workplace environment
- Portfolio
- Workplace evidence
- 3<sup>rd</sup> Party reports by subject matter experts (SME's)

The process does not rely on a single assessment event (exam) and should you not meet the required outcomes on one occasion (Not Yet Competent - NYC) you will be able to practice the skills and provide further evidence to become competent.

Our assessors will always provide feedback to the student about the outcomes of the assessment and provide guidance on future options. If students are deemed NYC and disagree with the outcome, students can speak to a trainer about appealing the outcome. Please refer to the **Complaints and Appeals** section in this Student Information Handbook.

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# ISSUING Qualifications

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Upon completion of training, students will be issued with a testamur detailing the units of competency completed. If students complete only part of the requirements of a qualification but have completed units of competency, a statement of attainment will be issued for those units of competency.

All original testamurs and statement of attainments are posted directly to the student’s postal address, so please ensure to update this as required. If the student has given AMPT Services permission, we will provide a copy to their employer.

If a student has misplaced their original testamur or statement of attainment, AMPT Services can re-issue the testamur or statement of attainment at a cost of \$50. Student can request an electronic copy at no cost. Please contact AMPT Services to attain a Re-Issue of Qualification Form. Please note, AMPT Services can only issue a replacement to the original holder.

# CREDIT Transfers

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The AQF facilitates the progression of students through qualifications by giving credit for learning outcomes they already have achieved. Credit outcomes may allow for entry into a qualification and/or provide credit towards the qualification. Credit given may reduce the time required for a student to achieve the qualification.

Credit transfer is one of a number of processes for establishing credit. It provides a means for students to gain credit in an AQF qualification on the basis of completed components of another AQF qualification or other formal learning.

The credit transfer process involves:

- mapping, comparing and evaluating the extent to which the learning outcome, discipline content and assessment requirements of the individual components of one qualification are equivalent to the learning outcomes, discipline content and assessment requirements of the individual components of another qualification, and
- making a judgment about the credit to be assigned between the matched components of the two qualifications.

The agreed credit outcomes may include any form of credit: block, specified or unspecified credit.

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## RECOGNITION of Prior Learning

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Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF
- c) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

RPL is a process whereby skills and knowledge obtained by the learner through previous training, work experience and/or life experience is acknowledged.

RPL is used to determine the advanced standing, within a training program, that the learner may be awarded as a result of this learning/experience. RPL assessments are primarily used to determine an individual's starting point in a course or program.

At AMPT an RPL document is available to students with previous learning and experience in industry but it remains the student's responsibility to present his/her case to the satisfaction of the RPL assessor, who will provide assistance and guidance in the process. Students seeking RPL should speak to an assessor to receive an application form and list of required evidence.

## RECOGNITION of AQF Documentation

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AMPT Services recognises AQF Qualifications and Statement of Attainments issued by other RTO's. If they fit within the qualification the student is undertaking, AMPT Services will recognise that you have already demonstrated competence in the unit of competency and you will not have to repeat the training. An AMPT Services assessor will verify your competence to ensure your skills and knowledge are current.

## LANGUAGE, Literacy and Numeracy (LLN)

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To ensure the learning program is right for you and you have the required LLN skills to complete the course, you will be given a language and literacy assessment as a part of the enrolment process. Should you not meet the requirements of the LLN assessment AMPT will discuss the options with you. Minor deficiencies may be addressed during the course or you may need to enrol in a LLN course to improve levels prior to commencing the course.

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## SUPPORT for you

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If you do have any learning difficulties or disabilities (either visible or hidden) you are encouraged to discuss these during the enrolment process. ALL discussions with our staff will be treated as confidential. We provide guidance to assist students in meeting their learning needs and course expectations through the provision of support by trainers and assessors. Trainers and assessors are available to meet with students who may be experiencing difficulty with their learning.

You can also contact the AMPT Student Support Officer who will help identify the most appropriate support available for you. We have listed a number of key support agencies and their contact details at the end of this handbook.

## REFUNDS, Fees and Charges

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All students (or their employers) are issued with a tax invoice at the time of enrolment. This invoice includes a breakdown of training and resources fees and upon payment a tax receipt is issued.

Refunds for publicly funded programs will follow the requirements provided by the Department of Training and Workforce Development. It is important that you understand your rights for a refund and the meaning of the census/withdrawal date on the tax invoice.

The refund policy details the stages for fee for service training where a refund is applicable for both qualifications and short courses.

To view AMPT Services Refund Policy, please visit our website at [www.ampt.com.au](http://www.ampt.com.au).

## ACCESS and Equity

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AMPT Services is committed to providing opportunities to all people for advancement, regardless of their background. We support government policy initiatives and provide access to our training for all those seeking to undertake it. We ensure that our client selection criteria are non-discriminatory and provide fair access to training for all individuals. In addition, we liaise with agencies and government departments for assistance in matters of language, literacy and numeracy difficulties.

## WORKPLACE Health and Safety

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AMPT Services is committed to implementing, maintaining and continuously improving Workplace Health and Safety in all of its facilities. The management of AMPT Services recognises that it has a responsibility to provide and maintain a safe environment for staff, students and visitors alike. This responsibility, obligation and involvement is communicated to all staff to ensure a safe and healthy workplace is maintained.

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## LEGISLATION and Regulations

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AMPT Services is subject to a variety of legislation related to training and assessment as well as general business practices. This legislation ensures that all students' training and assessment will be carried out in a safe learning environment.

A list of related legislation that governs training organisations can be obtained on request and can be accessed via [www.slp.wa.gov.au](http://www.slp.wa.gov.au).

## STUDENT Rights and Responsibilities

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AMPT Services is committed to protecting students from discrimination, harassment and bullying. AMPT Services will respect a student's rights to:

- Clear information about AMPT Services policies
- Not be discriminated against for their sex, race, culture, language, religion, physical ability, illness or sexual preference
- Not be harassed or bullied
- Confidentiality of personal information
- Access to records of personal information
- Expressing complaints and appeals without fear and having them dealt in a fair and consistent manner

If a student feels they are being bullied, harassed or discriminated against, they are encouraged to inform their trainer or AMPT Services directly who will then take appropriate action.

## BREACHES of Discipline

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All AMPT Services students are expected to take responsibility for their own behaviour during both training and assessment. Any breaches of discipline will result in the student being given a 'verbal warning'. Further breaches will result in a student being asked to 'show cause' as to why they should not be excluded from further participation in the program and termination from the training may result.

## STUDENT Feedback

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As an RTO, AMPT Services is required to collect feedback from students. Students can provide feedback at any time during the course of their training, however a student will also be required to complete a Learner Questionnaire at completion of their training. The information provided by the student is anonymous. All feedback received will be used to improve our processes and operations.

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## COMPLAINTS and Appeals

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Students have the right to submit a complaint, and appeal his\her assessment outcome, preferably in writing, if they feel that they have been unfairly treated in some way. Complaints are treated seriously and are a means of ensuring that we identify and overcome problems faced by students, and provide an opportunity to improve our business and/or the delivery of our training programs. If you have a complaint or wish to appeal an assessment outcome, please contact your trainer and\or assessor who will provide you with a complaints and appeals form. If you feel you cannot approach your trainer and\or assessor, please contact the Chief Executive Officer on the phone number listed on the front of this handbook. AMPT Services will do everything possible to address the complaint and\or appeal in an unbiased and professional manner. For full details see the Complaints Policy on our web-site.

## ACCESS to Training Records

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At the time of enrolment, a student's personal details are recorded on AMPT Services student management database. These records will not be disclosed to a third party without written permission from the student. Please contact AMPT Services if you change your name, address or contact details. Students have the right to access the information AMPT Services holds about them. Original records can only be viewed at AMPT Services office and cannot be removed from the premises. To access student training records, a student records access form must be completed and verified by the Administration Manager. If a third party is requesting access to a student's records, the student must give the third party written permission. Original files must not be removed from AMPT Services.

## PRIVACY Policy

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AMPT Services collects personal information during the enrolment process with our company. Your personal information is strictly confidential. AMPT Services will comply with the requirements set out in the Privacy Act 1988. AMPT Services use a variety of physical and electronic security measures, including restricting physical access to our offices and secure databases to keep personal information secure from misuse, loss or unauthorised access and disclosure. You have a right to access your personal information. Please contact the Administration Manager if you have a concern about the security of your personal information.

Personal information about students enrolled with AMPT Services may be shared with the Australian Government and other authorities such as Australian Apprenticeship Centres (AACs) and the National Centre for Vocational Education Research (NCVER). This information includes personal and contact details, course enrolment details and information relating to funding. When using personal information for marketing purposes, AMPT Services will seek permission from the student, stakeholder or client and be granted permission before using their material\.

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**CHANGES** to agreed services

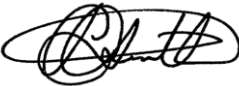
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If there are any changes made to agreed services, AMPT Services will notify you as soon as possible. This includes any changes of ownership and in relation to new or existing third party arrangements.

**THANK** you

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Thank you for taking the time to read this handbook. Please enjoy your time with us and do not hesitate to contact us on 08 9583 4918 if you have any further questions.



Craig Smith  
Chief Executive Officer

**AVAILABLE SUPPORT SERVICES IN WA**

Name	Address	Phone Number	Web Page	Email	Service Provided
<b>Australian Dyslexia Association</b>	Western Australian Support Group			<a href="mailto:wadyslexia@gmail.com">wadyslexia@gmail.com</a> or <a href="mailto:dyslexia.association@gmail.com">dyslexia.association@gmail.com</a>	Assistance for people with Dyslexia
<b>North Metropolitan TAFE</b>	North Metropolitan TAFE 25 Aberdeen St Northbridge WA 6003	1300 300 822	<a href="https://www.northmetrotafe.wa.edu.au/campuses/joondalup-kendrew-crescent">https://www.northmetrotafe.wa.edu.au/campuses/joondalup-kendrew-crescent</a>	<a href="mailto:enquiry@nmtafe.wa.edu.au">enquiry@nmtafe.wa.edu.au</a>	LLN for eligible migrants
<b>Disability Services Australia</b>	Disability Services Commission 146 – 160 Colin Street West Perth WA 6005	(08) 9426 9200 or 1800 998 214	<a href="http://www.disability.wa.gov.au">www.disability.wa.gov.au</a>	<a href="mailto:dsc@dsc.wa.gov.au">dsc@dsc.wa.gov.au</a>	Assistance for disabled persons
<b>Life Without Barriers</b>	Unit 7 8 Dugdale Street Warwick WA 6024 <b>State Office:</b> Unit 1 26 Dugdale Street, Warwick WA 6024	(08) 9208 3450 (08) 9208 3400	<a href="http://www.lwb.org.au/">http://www.lwb.org.au/</a>	<a href="mailto:info@lwb.org.au">info@lwb.org.au</a>	Community Engagement Support
<b>Mission Australia</b>	17B Halley Road Balcatta WA 6021	(08) 9225 0400	<a href="http://www.missionaustralia.com.au">www.missionaustralia.com.au</a>		Disability/indigenous/literacy and numeracy support
<b>Multicultural Services Centre of WA Inc.</b>	Head Office 20 View Street North Perth WA 6006	(08) 9328 2699	<a href="http://www.mscwa.com.au">www.mscwa.com.au</a>	<a href="mailto:admin@mscwa.com.au">admin@mscwa.com.au</a>	Support any person of a specific cultural and/or linguistic background with a disability

Name	Address	Phone Number	Web Page	Email	Service Provided
<b>Polytechnic West</b>		(08) 9267 7500	<a href="http://www.polytechnic.wa.edu.au/content/amep">http://www.polytechnic.wa.edu.au/content/amep</a>	<a href="mailto:amep@polytechnic.wa.edu.au">amep@polytechnic.wa.edu.au</a>	Training Angels Support Services for LLN students
<b>Read Write Now</b>	Locked Bag 6 Northbridge WA 6865  Tutors in metropolitan area including Mandurah, Rockingham	(08) 9427 1393 or 1800 018 802	<a href="http://www.read-write-now.org">www.read-write-now.org</a>	<a href="mailto:readwritenow@central.wa.edu.au">readwritenow@central.wa.edu.au</a>	Volunteer tutors provide free one-on-one assistance for adults to help improve; ▶ Reading; ▶ Writing; ▶ Spelling; and ▶ Maths.
<b>Senses</b>	11 Kitchener Avenue Burswood WA 6100	(08) 9473 5400	<a href="http://www.senses.org.au/">http://www.senses.org.au/</a>	<a href="mailto:admin@senses.org.au">admin@senses.org.au</a>	Disabled persons. For example: Assists with getting to venues and stay with the person during a course
<b>VISIBILITY (formally Association for the Blind WA)</b>	Perron Centre 61 Kitchener Ave Victoria Park WA 6100	1800 847 466 (08) 9311 8202	<a href="http://www.visibility.com.au">www.visibility.com.au</a>	<a href="mailto:info@visibility.com.au">info@visibility.com.au</a>	Provide products and services for the blind. Computer accessibility software; Text to speech scanners; and Portable and desktop video magnifiers.
<b>WA Deaf Society Inc.</b>	Suite 46 5 Aberdeen Street East Perth WA 6004	(08) 9441 2677 TTY: (08) 9441 2655	<a href="http://www.wadeaf.org.au">www.wadeaf.org.au</a>	<a href="mailto:wadeaf@wadeaf.org.au">wadeaf@wadeaf.org.au</a>	Auslan - Sign language Interpreters