



# STUDENT INFORMATION HANDBOOK



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

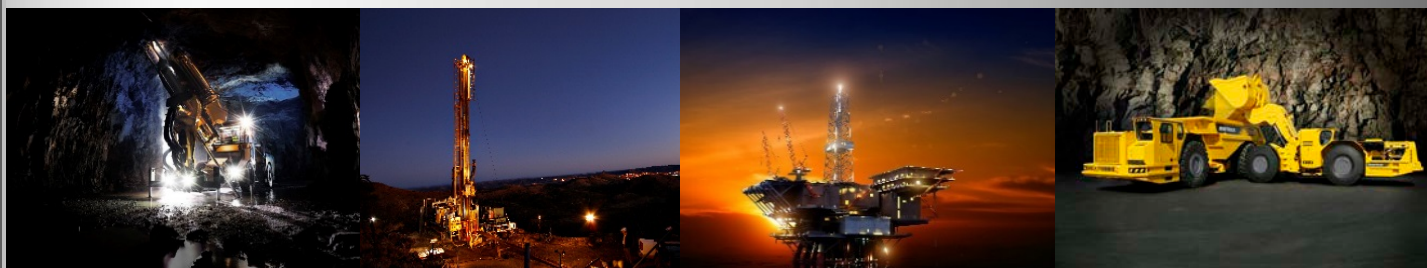
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Advanced Mine Performance Training Services Pty Ltd (AMPT Services) is an Australian Registered Training Organisation supplying Nationally Accredited Training and Assessment Services to the Drilling and Mining Industries within Australia and Internationally. 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;

- RII20913 Certificate II in Drilling Operations
- RII31813 Certificate III in Drilling Operations
- RII40913 Certificate IV in Drilling Operations
- RII50613 Diploma of Drilling Operations
- RII20413 Certificate II in Underground Metalliferous Mining
- RII30313 Certificate III in Underground Metalliferous Mining

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

## 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 classroom 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 training and assessing is carried out on site and incorporates the use of senior staff members.

## 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 other employers and Registered Training Organisations.

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# COMPETENCY Based Training

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Qualifications delivered by AMPT Services are made up of Units of Competency, which have been determined by the relevant industry bodies for specific industry areas. Competencies are gained in many ways - life experience; formal education; apprenticeships; on-the-job experience; self-help programs; and training and development programs. Supervisors and employees working together and assessing consistency of job performance (behaviours) over time determine overall employee competence.

## WHAT is a RTO?

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A Registered Training Organisation (RTO) is a training organisation 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 national approved quality standards are being met.

## 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.



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## ENROLMENT Process

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When commencing any training with AMPT Services, students are required to complete enrolment forms. All enrolment paperwork is completed with an AMPT Services representative with the training process explained and the opportunity to ask any questions the student may have.

As of the 1<sup>st</sup> of January, 2015, all students who undertake nationally recognised training in Australia are required to have a **Unique Student Identifier (USI)**. The USI creates an online record of all student's recognised training and qualifications. A student's USI is theirs for life. Students will be required to provide their USI number to AMPT Services upon enrolment. If you do not have a USI, AMPT Services can register on your behalf with your permission, or you can complete the process which only takes 5 minutes. For more information on the USI, please visit <https://www.usi.gov.au/about>.

## 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 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:

- Demonstration
- Observation
- Workbook activities
- Oral presentations
- Role plays or simulation

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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 'Not Yet Competent' 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.

## 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, a statement of attainment will be issued.

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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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 credit 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.

## RECOGNITION of Prior Learning

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Recognition of Prior Learning (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.

It is the responsibility of the student to document and provide suitable evidence to justify a claim for RPL. 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. Students seeking RPL should speak to an assessor to receive an application form and list of required evidence.

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## RECOGNITION of Current Competencies

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Recognition of Current Competencies (RCC) refers to the successful assessment of an individual's ability to demonstrate their current skills to meet the competency and can perform a task at a determined level of competency. It does not focus on the individuals previous learning (RPL).

## LANGUAGE, Literacy and Numeracy (LLN)

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To assist in identifying any special learning needs, you may be given a language and literacy assessment at the start of the training program. Conversely, if you do have any learning difficulties you are encouraged to discuss these with your Trainer\Assessor or facilitator either prior to course commencement or during the course induction. 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.

## FEES, Charges and Refunds

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All students (or their employers) are issued with a tax invoice at the time of enrolment, and upon payment a tax receipt is issued. To view AMPT Services Fees and Charges and 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.

## 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\s.

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# CHANGES to agreed services

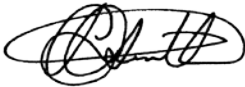
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If there are any changes made to agreed services, AMPT Services will notify you as soon as possible. This includes any changes of ownership and in relation to new or existing third party arrangements.

# 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

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