



STUDENT INFORMATION HANDBOOK



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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

Welcome and thank you for choosing AMPT Services. We provide nationally recognised training and assessment services for the mining and drilling industries across Australia.

This Student Information Handbook has been provided to you to assist with your Vocational Education and Training (VET) program. It 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 if you have any queries.

COMPANY STATEMENT

At AMPT Services, we're dedicated to helping every student leave our courses with a genuine sense of achievement. We pride ourselves in the quality of the training and assessment that is responsive to the needs of our students and the industry.

Safety first - the wellbeing of our students, equipment and personnel is non-negotiable.

Industry expertise - seasoned trainers who problem-solve and adapt to each site.

Hands-on learning - practical training and assessment, so students master both the theory and the doing.

Strong industry connections - long-standing partnerships with businesses and stakeholders.

Quality assurance - high standards, well-resourced facilities and continuous improvement.

Our Quality Framework is designed to ensure we consistently deliver great learning experiences that meet the needs of our students, current industry standards and regulatory requirements.

SCOPE OF REGISTRATION

AMPT Services full scope of registration can be viewed at: www.training.gov.au/Organisation/Details/51822

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PRE-ENROLMENT INFORMATION

Thank you for choosing AMPT Services to support you in your learning journey.

It's very important that you read and understand the information provided in this handbook before you enrol. This handbook provides you with valuable information, including our Code of Practice, Fees and Refunds and your right to appeal a decision or make a complaint.

Recruitment of students will always be responsible, ethical and consistent with any training package requirements. AMPT Services are committed to non-discrimination in any form and comply with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language, literacy, numeracy and digital proficiency (LLND) requirements, licensing or the nature of the program.

Prior to commencing your course, you will be required to complete an enrolment form. Please ensure you have completed your enrolment form and submitted it to administration who will then send a course confirmation via email.

The course confirmation will provide the course details, any pre-requisites or entry requirements and venue information. The enrolment process will be finalised upon commencement and payment (either full or partial) of your course.

If you would like to make an enquiry or require any assistance, please do not hesitate to contact us.

DELIVERY LOCATIONS

AMPT Services is a Jobs & Skills WA contracted provider for Drilling traineeships.

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. AMPT Trainers and Assessors support the process and are responsible for the final assessment.

PARKING

AMPT Services offers limited parking on site. This includes marked bays and verge parking. Please be mindful to not park in bays owned by other businesses in the area.

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STUDENT RESPONSIBILITIES

As a student enrolled in nationally recognised training, you play an active and important role in your own learning journey. While your trainer is here to guide, support, and assess you, it's your responsibility to participate fully, show commitment, and take ownership of your progress. Vocational training is designed to help you build the skills and knowledge you need to succeed in the workplace. To get the most out of your training, you're expected to come prepared, stay engaged, and be respectful of others around you. Training works best when everyone works together—this means asking questions, trying your best, listening to feedback, and taking pride in your learning. Your actions also help create a safe, inclusive, and professional training environment for everyone. How you behave, interact with others, and approach challenges all contribute to your success and to the positive experience of the group.

Before attending the course, review information about the course to ensure that it meets your needs. For additional information about the courses, you are invited to:

- speak with a Trainer and Assessor, Apprenticeship Coordinator or the administration team

Before attending the course, advise AMPT Services of anything which may affect your ability to successfully undertake the course.

This could include physical challenges, medical requirements, language, literacy, numeracy, and digital support needs, English as a second language, or cultural sensitivities.

There are minimum Language, Literacy, Numeracy and Digital Proficiency (LLND) requirements to ensure a successful completion of any course. You may be asked to complete an LLND assessment prior to enrolment and the results will be discussed with you only if there is an indication you may need some additional support. Learning support can be supplied and will be a collaborative process between the student and AMPT Services.

Provide all details requested in the AMPT Services enrolment form, including a Unique Student Identifier (USI). USI's can be obtained from www.usi.gov.au

Always behave in a courteous and respectful manner towards your Trainer/Assessor and other participants. Those who disrupt the learning of others due to objectionable, anti-social and / or other counter-productive behaviour, will be counselled and, if the behaviour continues, may be asked to leave the course.

Take responsibility for your own learning. This includes:

- Attending training sessions on time and be ready to participate in all areas of training
- Following your Trainer's instructions and getting involved in all learning and assessment activities
- Participating safely and letting someone know if you see any risks or hazards
- Treating others with respect, including your Trainer, classmates, and staff
- Looking after the training resources, tools, and equipment you use
- Submitting your work on time and ensuring it's your own
- Responding positively to feedback and being open to improving your skills
- Behaving in a way that reflects the standards expected in your future workplace
- Devoting your full attention to the course,
- Monitoring your own progress and discussing any concerns with your Trainer
- Seeking support from AMPT Services or your employer, as appropriate.

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By doing these things, you are not just completing a course, you are building habits and attitudes that will help you succeed in your career.
Work with your employer to ensure you have suitable opportunities to complete your post-course assessment (where applicable).
If you are unable to complete your assessment within the designated timeframe, contact an AMPT Services Trainer to request an extension.
Retain a copy of all assessments submitted.
Ensure that all work submitted is your own.

AMPT SERVICES RESPONSIBILITIES

Assist you to determine the most appropriate training program to meet your needs.
Provide you with clear information about what the training entails.
Train and assess in accordance with the requirements of the VET Quality Framework.
Support you to the best of our ability. This may include making reasonable adjustments, where possible, to accommodate your needs. <i>Should our proposed training/assessment approach not meet your needs, please speak with your Trainer or AMPT Services CEO about what other options may be available.</i>
Use Trainers/Assessors with relevant subject matter expertise and appropriate training and assessment experience.
Provide high quality training and assessment resources to support your learning.
Deliver the training and brief you on the assessment requirements for the course.
Provide you with post-course support, including: <ul style="list-style-type: none"> • Telephone support – Face-to-face coaching (fees may apply) • Email support – Assignment support workshops (fees may apply)
Where requested, discuss the requirements of your post-course assessment with an employer representative, to help them better understand workplace support requirements.
Endeavour to assess your work promptly. <i>Please note that we generally aim to assess all assignments within 1-2 weeks of submission, however, timeframes may vary depending on Trainer workloads.</i>
Provide you with written and/or oral feedback on your assessments.
Issue you with a qualification or statement of attainment, as appropriate, for units in which you have been deemed competent.
Provide you with access to your student records if requested.
Respect your privacy. We will not forward your personal details to another person or organisation without your permission. However, where your employer is paying your course fees, AMPT Services may provide information about your training attendance and assessment results to a representative from your organisation (e.g., your supervisor and/or Training Department personnel). For further information, please refer to our Privacy Policy or speak with AMPT Services CEO.

Respond to complaints or appeals promptly and in accordance with our complaints process and appeals policy and process. This can be requested from AMPT Services compliance officer or CEO.

Provide clear information about our fees and charges, and our refund policy. This information can be requested from AMPT Services CEO.

Make all other relevant policies and procedures available by request.

GOVERNANCE

AMPT SERVICES is regulated by the Australian Skills Quality Authority (ASQA). ASQA is the national regulator for vocational education and training.

LEGISLATIVE REQUIREMENTS

AMPT Services is subject to a variety of legislation which can impact on our training and assessment practices as well as general business practices. Some of the major legislation and frameworks include:

- Standards for Registered Training Organisations 2025 - [2025 Standards for RTOs | Australian Skills Quality Authority \(ASQA\)](#)
- National Vocational Education and Training Regulator Act 2011 - [National Vocational Education and Training Regulator Act 2011 - Federal Register of Legislation](#)
- Student Identifiers Act 2014 - [Student Identifiers Act 2014 - Federal Register of Legislation](#)
- Australian Qualifications Framework - [Home | AQF](#)
- Equal Opportunity Act 1984 - [Equal Opportunity Act 1984](#)
- Sex Discrimination Act 1984 - [Sex Discrimination Act 1984 - Federal Register of Legislation](#)
- Disability Discrimination Act 1992 - [Disability Discrimination Act 1992 - Federal Register of Legislation](#)
- Disability Standards for Education 2005 - [Disability Standards for Education 2005 - Federal Register of Legislation](#)
- Racial Discrimination Act 1975 - [Racial Discrimination Act 1975 - Federal Register of Legislation](#)
- Age Discrimination Act 2004 - [Age Discrimination Act 2004 - Federal Register of Legislation](#)
- Privacy Act 1988 including the National Privacy Principles (Regulations 2013) - [Privacy Act 1988 - Federal Register of Legislation](#)
- Fair Work Act 2009 - [Fair Work Act 2009 - Federal Register of Legislation](#)
- Work Health and Safety Act 2020 - [WALW - Work Health and Safety Act 2020 - Home Page](#)
- State Records Act 2000 - [WALW - State Records Act 2000 - Home Page](#)
- National VET Data Policy - [National VET Data Policy - Department of Employment and Workplace Relations, Australian Government](#)

All legislation can be accessed via www.legislation.gov.au. AMPT Services will monitor changes to this legislation and where those changes affect AMPT Services operations, staff, clients or stakeholders we will upgrade our policies and procedures to reflect the changes. AMPT Services operates under the current RTO Standards 2025. All relevant policies are available by email. Please do not hesitate to contact AMPT Services if you would like a copy.

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CONSUMER PROTECTION

Students undertaking a vocational education and training course are protected under Australian Consumer Law and under State and Territory consumer protection laws. By agreeing to enrolment and by signing an enrolment form, the Student is acknowledging our pre-enrolment information which forms part of our terms of service. Students can find out more information about their rights as a consumer from the Australian Consumer Law website [Current legislation | Consumer Law](#)

TRAINING SAFETY ARRANGEMENTS

AMPT Services is committed to the proper management of safety in support of our training. AMPT Services will provide a safe training environment for our staff, students, contractors and visitors by having a planned and systematic approach to the management of training safety. Training safety will be managed through AMPT Services in management meetings and in close consultation with staff, students, contractors and visitors. AMPT Services will do this by ensuring that:

- Hazards and risks to training safety are systematically identified, assessed and, where they cannot be eliminated, are effectively controlled.
- Measures to control hazards and risks to training safety are monitored and evaluated regularly.
- Staff are engaged and sought to contribute to training safety matters affecting their health and safety at work.
- Staff, students, contractors and visitors receive appropriate information, training and supervision to understand and carry out their responsibilities safely.

DIVERSITY AND INCLUSION

AMPT Services recognises that diversity and inclusion bring a broad range of perspectives, enriching the learning experience. We are committed to maintaining a zero-tolerance policy towards vilification, discrimination, harassment, or any form of antisemitism in the workplace. Vilification includes any act or statement - whether verbal, written, or through conduct - that incites hatred, contempt, ridicule, or unfair treatment of individuals or groups on the basis of race, religion, ethnicity, or national origin, with particular regard to antisemitic behaviour that targets Jewish heritage, identity, or faith. Such conduct is strictly prohibited as it violates our commitment to equality and respect.

ENROLMENT

AMPT Services will engage with prospective students to identify a student's needs during the enrolment process. Specifically, this engagement will be conducted with each student to identify the following:

- the vocational outcomes the student is seeking and the associated information requirements,
- the wellbeing needs of the student and any required wellbeing support services,
- the training support needs of the student and required training support services,
- the current skills and competencies of each student,
- the language, literacy, numeracy and digital proficiency of each student.

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LANGUAGE, LITERACY, NUMERACY AND DIGITAL PROFICIENCY

There is minimum language, literacy, numeracy and digital proficiency (LLND) requirements to ensure a successful completion of any course. You may be asked to complete a LLND assessment prior to enrolment and the results will be discussed with you only if there is an indication you may need some additional support. Learning support can be supplied and will be a collaborative process between the student and AMPT Services.

AMPT Services uses LLN Robot to assess the language, literacy and numeracy (LLN) skills of prospective and enrolled students, ensuring training and assessment is appropriately tailored to each learner's needs and aligned with the LLN requirements of the relevant training package.

STUDENT SUPPORT AND WELLBEING

At AMPT Services, we believe that all students have a right to learn in a safe and inclusive environment throughout their learning journey, from enrolment right through to completion. No student should be made to feel unsafe, excluded, bullied or discriminated against for any reason whilst completing their studies with AMPT Services

All AMPT Services staff (including contractors and third parties) have a duty of care for the safety and welfare of students whilst under their supervision. Students should be treated fairly and are properly informed, supported and protected.

Types of support offered may include but is not limited to:

- Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided
- assistance with understanding their rights and obligations
- Providing support options for LLND requirements
- Training and learning support
- Assistance with financial difficulties (ie. payment plan)
- Welfare support
 - Lifeline Australia – 13 11 14 - [Lifeline Australia - 13 11 14 - Crisis Support. Suicide Prevention.](#)
 - Beyond Blue – 1300 224 636 - [24/7 Support for Anxiety, Depression and Suicide Prevention. - Beyond Blue](#)
 - Salvation Army Family Welfare Centres – 13 72 58 - [Perth Community Support Services | The Salvation Army Australia](#)
 - Mental Health Triage – 1300 555 788 - [Mental Health Emergency Response Line | Mental Health Commission](#)
 - Anglicare – 1800 197 017 - [Anglicare WA | Building Strong Support Systems for People in Need.](#)
 - Kids Helpline – 1800 551 800 - [Kids Helpline | Phone Counselling Service | 1800 55 1800](#)

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COMPETENCY BASED TRAINING

AMPT Services is registered to deliver and assess Nationally Recognised Training under the Vocational Education and Training (VET) Quality Framework. AMPT Services provides competency-based training and assessment towards accreditations (Statement of Attainment/Qualifications) which are issued under the Australian Qualifications Framework (AQF).

Competency is the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Training is structured to meet the competency standards of the VET Training Package.

Information on the Units of Competency which make up the course will be provided during your training, so that you can establish what you will be assessed on. Upon successful completion, participants will qualify to receive either a Statement of Attainment or a full qualification, depending on what has been studied and completed.

The understanding that different methods of learning and assessment work for different people, AMPT Services offers options for your study (where feasible) so that you can take advantage of the method which best suits your individual requirements.

Combination of Training Methods – Structured, Flexible and Blended

- Classroom training – Instructional training sessions with trainer
- On the job training – Structured facilitated training conducted at the workplace
- Self-paced study – Structured self-paced learning and skills development

UNIQUE STUDENT IDENTIFIER (USI)

All students undertaking nationally recognised training in Australia are required to have a Unique Student Identifier (USI). A USI is a reference number made up of numbers and letters. The USI will allow Students online access to their training records and results (VET Transcript) through their online USI account. If you do not already have a USI, it is free and easy to create online at <https://www.usi.gov.au/>

As an education or training provider, AMPT Services is required to collect and report our students' USI numbers. AMPT Services will comply with requirements for implementation of the national USI. As per the *Student Identifiers Act 2014*, AMPT Services is not authorised to release accreditation to any student who does not provide their valid USI number to AMPT Services at the time of training. The student will not be eligible for a refund if they are unable to provide their valid USI number after training has been completed. Certification will be issued by AMPT Services as per a student's registered USI details.

PROOF OF IDENTITY

Students will need to provide the following information to AMPT Services for verification before an enrolment confirmation can be supplied:

- Enrolment form completed and signed
- Visa verified, not on a student visa
- USI provided and verified
- A valid form of ID provided e.g. Current drivers licence, Passport etc
- Entry requirements evidence provided

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ACADEMIC INTEGRITY

Academic integrity is defined as 'the expectation that teachers, students, researchers and all members of the academic community act with honesty, trust, fairness, respect and responsibility'.

Breaching academic integrity is known as 'academic misconduct'. Academic misconduct can not only impact learning and performance, but it can also affect your relationships with other students, staff, family and friends; impact your future career aspirations and cause you to suffer a financial loss.

A culture of academic integrity, consistent with AMPT Services beliefs and values is expected to be upheld in all aspects of academic work throughout the learning and assessment process. Acts of academic misconduct do not align with AMPT Services beliefs and values and is considered unacceptable under any circumstance. Academic misconduct will not be taken lightly and can result in serious outcomes.

PLAGIARISM AND AI

Students are required to maintain the highest standards of academic integrity in all work submitted for assessment. Cheating in any form is prohibited and students must not present the work of others including content produced by artificial intelligence tools as their own. AMPT Services reserves the right to review all submitted assessment work for AI-generated content, and any failure to comply with this requirement will constitute a breach of academic integrity.

Plagiarism is defined as the act of representing the ideas, interpretations, words or creative works of another person as one's own. This includes, but is not limited to, published and unpublished documents, designs, musical compositions, audio recordings, images, photographs, computer code, and ideas developed through collaborative or group work. Acts of plagiarism include reproducing text from a source without the use of quotation marks and an appropriate citation, Paraphrasing the ideas of another without due acknowledgement of the original author or Submitting work authored by another individual as one's own.

For the purposes of this student handbook, Artificial Intelligence (AI) refers to systems or tools capable of performing tasks that typically require human intelligence, including problem-solving, decision-making, natural language processing, and learning from data.

MARKETING AND ADVERTISING

AMPT Services will endeavour to ensure that it's advertising, marketing and promotional material in circulation is current, authentic, relevant and compliant at all times. AMPT Services will provide clear, current and accurate information about its Registered Training Organisation (RTO), the training and assessment options offered and the performance of the RTO.

AMPT Services will not provide advertising, marketing or promotional material that is misleading or deceptive in any way, including false representation about price, quality or the need for services. AMPT Services will comply with all marketing and advertising obligations as specified by the Australian Skills Quality Authority (ASQA) and Australian Consumer Law.

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PRIVACY

AMPT Services comply with the Privacy Act 1988. Information collected on students is only used for the purpose of delivery of our services and student records. The information will not be released to a third party without the consent of the student. Students can request a copy of the information held about them by a written request to the Director.

CHANGES TO AGREED SERVICES

AMPT Services will notify all clients, students and staff immediately if there are going to be changes to any agreed services, as soon as practicable with particular reference to:

- Changes to policies relating to the Student's rights and obligations
- Changes to fee payment or agreed service charges
- Changes to the agreed training and assessment delivery or expected outcomes
- Changes to training products the Student is enrolled in (transition)
- Changes to any third party arrangements relevant to the Student's enrolment
- Changes to the ownership of

ASSESSMENT (INCLUDING RECOGNITION OF PRIOR LEARNING)

Assessment is a process of collecting evidence and making judgements on whether competency has been achieved. To achieve a "Competent" outcome you must have satisfactorily completed all the requirements of your unit of competency.

- Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievement of required outcomes. Assessment methods used may include;
- Recognition of prior learning (RPL)
- Demonstration, observation and simulations
- Work documented experience or portfolios of evidence
- Workbook activities
- Written and/or oral questionnaires

If participants have been unsuccessful in meeting the assessment criteria, they will be given an opportunity to be either re-trained or re-assessed within a reasonable timeframe. This is collaborative process between the assessor and the participant.

Participants can achieve Recognition of Prior Learning (RPL), either through having previously undertaken training, work practice, or through their life experience which may be relevant to the course of training they undertake. An interview with the Assessor will be organised on application for RPL from the student, who will review the evidence of previous training, work practices and/or life experiences to ascertain eligibility for RPL process. Assessment meets the Standards for RTOs 2025 including Recognition of Prior Learning. Recognition of Current Competency and Credit Transfer. Please refer your enquiries to the Administration Team.

RE-ASSESSMENT

AMPT Services will provide three opportunities for training and re-assessment at no additional cost. The initial assessment is one and therefore the Student will have two remaining opportunities if they are not able to demonstrate competency on the first attempt. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment.

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RPL PROCEDURE OVERVIEW

RPL (recognition of prior learning) is a process through which student can gain formal recognition for skills, knowledge and experience they have acquired through previous work, life experiences and education. AMPT Services RPL process involves:

- Informing students of RPL process
- Student completes self-assessment
- RPL interview
- Student compiles evidence and complete RPL submission
- Review of RPL evidence and determine assessment outcome
- Notify student of assessment outcome
- Record outcome and issue certificate

CREDIT TRANSFER

Credit transfer is recognition that you've previously completed a unit of your course through VET or higher education. To receive a credit transfer for a unit you must provide formal evidence that you've previously completed the unit or a unit which matches in content and outcome. Formal evidence can be a qualification certificate or transcript, statement of attainment or your USI transcript. When credit is recognised, you don't need to repeat training or assessment for that unit. AMPT Services will accept the credentials issued by another RTO based in any State/Territory of Australia.

CANCELLATIONS, TRANSFERS AND DEFERRALS

Students are entitled to make requests of AMPT Services about their enrolment. These could include the following:

- **Requesting to transfer between courses**
Requests are to be made in writing. These are subject to the availability of an alternative course, the crossover of units of competency the Student has already completed and where a credit transfer would align with the new course.
- **Requesting to defer a course**
Deferral from a course after the course has commenced is not permitted. In this instance the Student has the option to withdraw from the course. Requests for deferral from the course prior to it commencing can be arranged if AMPT Services is advised in writing more than 5 working days prior to the course commencing.
- **Withdraw from a course**
Students who have requested to withdraw from the course will be offered options which may include transferring to a different course or receiving additional student support to assist them in their current course. If the Student declines these options and requests a withdrawal, the completion process will follow the normal process; however, the Student will be issued a statement of attainment only for the units of competency they have achieved.

COURSE COMPLETION

AMPT Services is committed to making every reasonable effort to ensure that if a student enrolls with us, they can complete their training and/or assessment. Once the student has commenced their training and/or assessment, AMPT Services will endeavor to complete the training and/or assessment within the nominated duration to the best of its ability. AMPT Services will negotiate the timing for completion of the training and/or assessment if it cannot be completed due to extenuating circumstances (i.e. illness, staff resignation etc).

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If for any reason AMPT Services is unable to complete the training and/or assessment, AMPT Services will make arrangements and/or recommendations for another organisation to undertake the training and/or assessment on their behalf.

ISSUE OF CERTIFICATION

Qualifications and/or Statements of Attainment will be issued within 30 calendar days of successful completion of the training program and providing all agreed fees owed to AMPT Services have been paid. Qualifications will meet the AQF requirements. Certification documentation is issued directly to the student not a third party, such as an employer. However, If the student has given AMPT Services permission, we will provide a copy to their employer also.

If a student needs a replacement statement of attainment or qualification after they have completed the course, they must submit a written request to administration. (Administration fees will apply for re-prints that have been lost or destroyed by students).

BEHAVIOUR MISCONDUCT

A student must at all times maintain a high standard of behaviour while engaged in AMPT Services activities either within the premises of AMPT Services or at another location. Immediate action will be taken if a student acts in a way that breaches AMPT Services Behaviour Misconduct policy. The best course of action will be determined based on the severity of the misconduct.

Unacceptable behaviour includes, but is not limited to:

- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of AMPT Services
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person’s participation in a legitimate activity or, by act or omission disrupts the peace or good order of AMPT Services
- Acting in a way that causes students or staff or other persons within the RTO to fear for their personal safety
- Wilfully obstructing or disrupting any official meeting, ceremony, activity, class or examination/assessment
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Wilfully damaging or wrongfully dealing with any property, or the property of any person, including theft
- Being under the influence of prohibited drugs and/or substances including alcohol
- Trespassing or knowingly entering any place within the premises of AMPT Services that is out of bounds to students
- Making a false representation as to a matter affecting student status
- Possession of dangerous articles or banned substances
- Academic misconduct
- Abusive behaviour to others

In the case of proven major breaches, the student may be suspended or expelled from their training course. Depending on the circumstances in cases of suspension, the Director may rescind the suspension, continue the suspension, and/or impose other appropriate penalties.

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STUDENT FEEDBACK

At the conclusion of training, each student will be invited to complete a survey seeking their feedback about their course, their level of satisfaction and ways to improve our services. Please take the time to complete this form and provide your honest feedback. All feedback collected is anonymous and is treated in a confidential manner. This handbook is reviewed regularly to include any changes that may affect your participation in VET programs.

If you have any feedback on this Student Handbook or the general improvement of our services, please contact AMPT Services on 08 9583 4918 or email us at assessments@ampt.com.au.

COMPLAINTS AND APPEALS

COMPLAINTS:

AMPT Services will ensure procedural fairness when handling complaints. Complaints will be handled in the strictness of confidence. In the event of a complaint, students should:

- First attempt to resolve the problem with the person concerned.
- Seek the assistance of their Trainer.
- Seek the assistance of AMPT Services Management.

If the complaint is still unresolved, the student should follow the following process:

- Complainant to lodge a written complaint to AMPT Services Director
- AMPT Services Director will provide written acknowledgement of the complaint within 24 working hours
- AMPT Services Management will record, review and investigate the complaint
- AMPT Services Management will determine response to complaint and communicate to Complainant
- AMPT Services Director will provide a written response to the Complainant within 14 working days

Complaints may be reviewed by an independent third party, where required. All records of complaints will be kept on file. Please contact our office should you wish to obtain a copy of our Complaints Handling Policy and Procedure.

APPEALS:

AMPT Services will ensure procedural fairness when handling appeals. Appeals will be handled in the strictness of confidence. In the event that a student wishes to appeal a decision, the student should:

- First attempt to resolve the problem with the person concerned.
- If unable to be resolved, raise the appeal with AMPT Services Director and complete the required appeal form.
- Complete and submit appeal request form to AMPT Services Director
- AMPT Services Director will provide written acknowledgement of the appeal within 24 working hours
- AMPT Services Management will record, review and investigate the appeal
- AMPT Services Management will determine response to appeal and communicate to Complainant
- AMPT Services Director will provide a written response to the Complainant within 30 working days

Appeals may be reviewed by an independent third party, where required. All records of appeals will be kept on file. Please contact our office should you wish to obtain a copy of our Appeals Handling Policy and Procedure.

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RECORDS MANAGEMENT

AMPT Services complies with the State Records Act 2000 and ASQA’s requirements in relation to management and retention of student records. AMPT Services maintains records of training and assessment for every student. If a student does not have an up-to-date copy of their individual training and assessment plan (indicating progress) they are welcome to request one from the trainer or administration at any stage.

CONTINUOUS IMPROVEMENT

AMPT Services is committed to operating efficiently and effectively to meet the needs of students, clients, employees and other stakeholders. Continuous improvement in all activities is vital for AMPT Services continued success.

AMPT Services continuous improvement strategy involves the collection of relevant data, its analysis and the application of corrective actions, if necessary. Relevant data is gained through actively engaging with AMPT Services stakeholders. Stakeholders include AMPT Services management, Trainers and Assessors (internal and external), students, clients/companies, industry bodies and all other staff employed or contracted by AMPT Services. We welcome all feedback regarding the improvement of our services.

COURSE REQUIREMENTS

Any dress and PPE requirements for your specific course will be advised upon enrolment. A minimum dress standard will consist of suitable shirt, long pants and enclosed footwear. Individual course confirmations will provide details of any specific course requirements.

FEES AND CHARGES

Participation in training is subject to payment of all fees and charges, however we may be able to offer a payment plan under special circumstances. Please ensure you contact us prior to enrolling in any course to discuss your eligibility. Training cannot commence until any upfront payments have been received. Please ensure payment is received by the due date to ensure your place on the course is not forfeited. AMPT Services does not accept payment of more than \$1,500.00 from individual clients prior to course commencement. Any course fees over this amount will require a \$1,500.00 deposit (paid prior to commencing) with the balance of the course fees paid over the course duration.

All fees and charges must be fully paid before AMPT Services issues your certification (Statement of Attainment or Qualification) on a Competent or successful result. Payments can be made by the following methods:

- Credit Card
- Electronic Funds Transfer – account details provided on the invoice
- Cash

The course fee is generally inclusive and there are no additional charges. It is not expected that you will need to purchase any additional materials to successfully complete your chosen program. However, if AMPT Services needs to bring in specialist support to help you through the course, fees may apply, but this will be decided and agreed to prior to any course commitment.

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REFUNDS

Short Courses

Students who withdraw are entitled to a full refund of course fees and resource fees where:

- A short course is cancelled or rescheduled by AMPT to a time unsuitable to the Student;
- A Student is not given a place due to the maximum number of places being reached;
- AMPT is unable to fulfill its obligations in delivering the course.

Timetable for all other refunds for short courses are detailed in the table below:

Course type	Minimum Notice Periods (Before course commencement)	
	Full Refund of Course Fee (minus a \$140 admin fee)	No Refund of Course Fee
One day course	3 business days	Less than 3 business days
2 or more day courses	7 business days	Less than 7 business days

Requests for a refund must be in writing to AMPT Services with the notification period being the date of receipt for the e-mail. AMPT Services recognises business days as Monday to Friday.

Refunds for Publicly Funded Training

To be eligible for a full refund of all course fees and 50% of the resource fees, the Student or third party must withdraw **in writing** before the census/withdrawal date, which is displayed on the invoice and will be no less than 20% of the way through the period which that unit is undertaken.

The Student will not be eligible for a refund of any units for which training and assessment has been completed.

Refunds for Fee for Service Training

To be eligible for a full refund of all course fees **only**, the Student or third party must withdraw **in writing** before the withdrawal date which is **3 months from commencement of the course**. The Student will only be eligible for a pro rata refund if training and assessment has commenced.

Processing of Refunds

Refunds will be processed no later than 30 days after approval of written request for a refund. Unless otherwise directed the refund shall be paid directly to the person who contracted AMPT Services. Students will be notified in writing of the amount they will be refunded, and details of any fees deducted. Refunds will be made by electronic banking transfer, to the Students nominated bank account. Account details will need to include:

- Name of the bank
- Name of account holder
- BSB number
- Account number

THANKYOU

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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