

Student Handbook

Welcome to AMC Training & Consulting

Please read and become aware of the contents of this handbook, and especially the course information for specific courses / modules you are undertaking with us.



This handbook belongs to: _____

Student ID number: _____

Courses available with AMC

HLT23215	Certificate II in Health Support Services
CHC33015	Certificate III in Individual Support
CHC43015	Certificate IV in Ageing Support
CHCSS00070	Assist Clients with Medication Skill Set
CHCSS00098	Individual Support - Disability Skill Set

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Part 1. Introduction to AMC Training & Consulting

Welcome to AMC

Thank you for choosing to study with AMC Training & Consulting (AMC) a Registered Training Organisation (RTO).

AMC has been delivering training and consulting services in nursing and residential aged care across Queensland since 2005. In 2010 AMC became a Registered Training Organisation (RTO) No. 32129 and delivers nationally accredited training.

We want to support you on your journey of learning. As a newly enrolled student we will support you in any way we can to achieve your goals for learning and employment.

The purpose of this handbook is to provide information that will be useful to you as a valued student in our RTO. You will find information in this handbook on the services and support available to you whilst studying with the AMC as well as a guideline on how assessments will occur.

If you require further information or have questions, email annec@AMC.com.au or enquiry@AMC.com.au or call (07) 3820 8090.

You can also visit our website <https://www.AMC.com.au/>

We trust you will have a rewarding and enjoyable experience whilst meeting your goals with AMC Training & Consulting.

Anne Cockrenn

Director
AMC Training & Consulting Pty Ltd

Our vision & mission

“Equipping for Life” is our mandate. AMC Training & Consulting (AMC) recognises that all learning is helpful for life and the development of confidence and personal wellbeing. The overall aim is to provide adult education and training in a client-oriented environment for a skilled and adaptable workforce to meet the ever-changing needs of industry.

AMC goals

- Support and enhance the standards of care for elders and people with a disability in our community, with training based on evidence-based practice.
- Increase the number of qualified staff in aged care, community & disability sectors.
- Provide excellence in care training to bless and support elders.
- Provide flexible delivery to support students when other training formats are not suitable.

Contacting AMC Training & Consulting



Phone: (07) 3820 8090
Mobile: 0423 697 057
Email: enquiry@AMC.com.au
Web: www.AMC.com.au
Post: PO Box 5325, Victoria Point QLD 4165

Our facilities

We will provide you with an orientation of the facilities that will be used during your course.

Each of our training spaces have facilities for students to store food, make tea and coffee and obtain cool drinks. We also provide the necessary items to sanitize hands and regularly wipe down high touch points with antibacterial wipes to prevent the spread of infection.

We also provide equipment for students to learn safe manual handling, hoisting, wheelchair use, patient transfer techniques, etc. We ask that whilst using our facilities that students ensure they are following trainers' directions and do not use any equipment in a manner that may put themselves or others at risk.

Part 2. Registered training organisation information

Registration

AMC Training and Consulting (AMC) is a Registered Training Organisation (RTO). This means we are a nationally recognised training organisation providing training, assessment and qualifications services for existing aged care, disability and community sector staff and members of the public wishing to gain a qualification that is required for employment in aged and community care.

Services provided to students follow the policies and procedures developed to meet the National Training Framework and National Standards of the Australian Skills Quality Authority (ASQA).

Terminology

Throughout this handbook AMC uses the term “student” in all references to those accessing training through our RTO. The term “client” refers to all people who will receive the care from a student during their training or when employed in the aged, disability or community care sector.

Vocational Education & Training (VET)

In Australia, after people complete their compulsory schooling, their main choices for further education are Vocational Education and Training (VET) and university.

VET aims to provide people with the skills and knowledge they require to:

- enter the workforce for the first time
- re-enter the workforce after absences
- train or re-train for a new job
- upgrade their skills
- move into further study in VET or university

Accredited training / scope of registration

The following courses are on AMC Scope of Registration.

- HLT23215 Certificate II in Health Support Services
- CHC33015 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support
- CHCSS00070 Assist Clients with Medication Skill Set
- CHCSS00098 Individual Support - Disability Skill Set
- HLTSS00064 Infection Control – Skill Set

Course overviews

Certificate II in Health Support Services HLT23215

There are 12 units in the Certificate II in Health Support Services consisting of 6 core units and 8 electives units.

Successful completion of all competencies contributes to - 8 points towards achieving the Queensland Certificate of Education (QCE).

Certificate III in Individual Support – CHC33015

There are 13 units in the Certificate III in Individual Support consisting of 7 core and 6 elective units. Some units will be transferable from a Certificate II in Health Support Services.

Specialisation:

- All Group A electives must be selected for award of the *Certificate III in Individual Support (Ageing)*.
- All Group B electives must be selected for award of the *Certificate III in Individual Support (Disability)*.
- At least four units from Group C electives must be selected for award of the *Certificate III in Individual Support (Home and Community)*.
- *Where two specialisations are completed award of the qualification would read Certificate III in Individual Support (Ageing, Home and Community)*

Certificate IV in Ageing Support – CHC43015

There are 18 units in the Certificate IV in Ageing Support consisting of 15 core and 3 elective units. Many of the units in this course are also in the Certificate III in Individual Support and may have been completed in previous studies.

Assist Clients with Medication Skill Set – CHCSS00070

This skill set has been endorsed by industry as suitable for individuals who hold a qualification at Certificate III level or higher in an area involving provision of direct client care or support. This skill set is for people working in various care and support roles in the community services industry who wish to develop skills in supporting people to self-administer medication.

This skill set reflects the skill requirements to provide support a person to self-administer medication. You must be working in the industry to claim Higher Level Skills Funding for this course and the medication module has specific assessment requirements.

This requires the completion of two modules of study.

- *HLTAAP001 Recognise healthy body systems*
- *HLTHPS006 Assist clients with medication*

Individual Support - Disability Skill Set – CHCSS00098

This skill set reflects the skill requirements for providing person centered support to people with disability in various settings. This skill set has been endorsed by industry as suitable for individuals who hold a qualification at Certificate III level or higher in an area involving provision of direct client care or support. This skill set is for people working in various care and support roles in the community

services industry who wish to develop skills in supporting people with disability. You must be working in the industry to claim Higher Level Skills Funding for this course.

This requires the completion of four modules of study.

- *CHCDIS001 Contribute to ongoing skills development using a strengths-based approach*
- *CHCDIS002 Follow established person-centred behaviour supports*
- *CHCDIS003 Support community participation and social inclusion*
- *CHCDIS007 Facilitate the empowerment of people with disability*

HLTSS00064 Infection Control – Skill Set

This Skill Set reflects the skills to follow organisational infection prevention and control policies and procedures, including implementing standard and transmission-based precautions and responding to infection risks in the workplace.

This requires the completion of one module of study.

- *HLTINF001 Comply with infection prevention and control policies and procedures*

WH&S policy

The Work Health and Safety policy of AMC aims to protect students and others when in the classroom or at their industry work-placement from work-caused injury and ill health and complies with all relevant safety legislation.

Training in the workplace

When delivering training and assessment in the workplace the employer is responsible for safety issues and abides by workplace safety responsibilities. AMC will review the workplace initially and make any recommendations to employers on additional requirements you may need in your work routine.

WH&S responsibility

All trainers and supervisors that direct your work as a student share responsibility for the safety of all persons in their charge. It is important that you communicate any concerns and get any clarification you need from the supervisors in your industry work-placement.

Trainers and supervisors actively take steps to identify hazards which could cause harm to persons in their area of control or operation and take prompt action to remove or control, or alternatively report them to another person who has the authority and capability to do so.

Students must take care of their own health and safety and that of their fellow workers to the extent of their capability. This means they must follow all safety requirements, procedures and instructions of Course Coordinators and trainers, workplace supervisor or any other management person/s involved during their day-to-day training activities. Students must also be proactive in identifying and reporting any areas of risk they come across.

While involved in work placement, students must comply with all **reasonable directions given by the employer**. Students are required to know and understand the following under the Work Health and Safety Act 2011 which states that a person at a workplace who:

- (1) acts in a manner that endangers the health and safety of another person at the workplace; or
- (2) fails to carry out a safety direction that is given to the person by the principal contractor or employer, as the case may be, for the workplace concerned; or

- (3) willfully or recklessly interferes with anything provided in the interests of health and safety at the workplace;

Commits an offence against this Act. b) Section 118 of the Anti-Discrimination Act 1991, which states: A person must not sexually harass another person. (Sexual harassment may include physical contact, verbal comments, and non-verbal action - including displays of explicit sexual material)

Unique student identifier (USI)

What is a USI?

If you are studying nationally recognised training in Australia, you are required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed. The USI Website will indicate that latest year and the latest quarter that data is available for inclusion in USI Transcripts.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

You can access your USI account online from your computer, tablet or smart phone anytime using this website. <https://www.usi.gov.au/>

USI Privacy notice

You are advised, and agree that you understand and consent, that the personal information you provide in connection with your enrolment and an application for a USI:

- is collected by the Student Identifiers Registrar for the purposes of applying for, verifying and giving a USI, resolving problems with a USI; and creating authenticated vocational education and training (VET) transcripts;

may be disclosed to:

- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
- the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
- education related policy and research purposes; and
- to assist in determining eligibility for training subsidies;
- VET Regulators to enable them to perform their VET regulatory functions;
- VET Admission Bodies for the purposes of administering VET and VET programs;
- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- schools for the purposes of delivering VET courses to the individual and reporting on these courses;
- the National Centre for Vocational Education Research (NCVER) for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation, and auditing of national VET statistics;
- researchers for education and training related research purposes;
- any other person or agency that may be authorised or required by law to access the information;

- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without their consent unless authorised or required by or under law.

The privacy notice should include a reference to the Student Identifiers Registrar's Privacy Policy and note that this document contains information about how the individual may:

- access and seek correction of the personal information held about them; and
- complain about a breach of privacy and how such complaints will be dealt with.

Government funded training

Some students will be eligible for Government Funding in a Traineeship or through State Government Certificate 3 Guarantee Program or Higher-Level Skills Funding. If you have been enrolled with any of these funding subsidies, you will be given a **Fact Sheet** about your specific funding and the requirements and eligibility criteria.

If you are studying in High School and are eligible for VETiS funding, your school will have talked to you and your parents and made sure you are eligible before they contact us as the RTO.

If you are a Trainee, your employer and an Apprenticeship Service will have met with you and made sure you are eligible before they contact us as the RTO.

If you are applying for a Certificate III or below you may-be eligible for funding if you do not hold, or are enrolled in, a Certificate III level or higher qualification (not including qualifications completed at school and foundation skills training).

If you are applying for a Certificate IV or a Skill Set you may be eligible for funding if you do not hold, or are enrolled in, a Certificate IV level or higher qualification (not including qualifications completed at school and foundations skills training)

You must:

- be a Queensland resident
- be aged 15 years or over, and no longer attending school
- be an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits
- on the pathway to permanent residency

DESBT Training and Employment Survey

- You must be aware that when students are accessing the Queensland Government subsidised training place, it is a requirement that you must complete a student training and employment survey within three months of completing or discontinuing their training

If you are eligible for funding, you will be asked to provide AMC with documents proving your eligibility for the funding which could include:

- Specifying on the enrolment that you are not enrolled in or have not completed a Certificate III / IV or higher since leaving High School.
- Drivers Licence / over 18 ID Card / Birth Certificate
- Passport

- Medicare Card (Green)

If you wish to learn more, please visit the Department of Employment, Small Business and Training (DESBT) website: <https://desbt.qld.gov.au/training/training-careers/incentives/certificate3/fag>

Part 3: Information for students

Responsibilities of students

As a student you will be required to take responsibility for:

- Reading all relevant course and training information.
- Advising your Trainer / Course Coordinator / Employer if you have previous skills and knowledge and seeking recognition of this prior learning.
- Monitoring your progress by self-assessing your skills and knowledge against the competency standards in your qualification.
- Attending all training sessions as required.
- Behave in a reasonable and appropriate manner in the classroom and work experience settings. Any behavior that is disruptive or dangerous will be investigated.
- Meeting with your Trainer/Course Coordinator to review progress.
- Indicating when you are ready for assessment or seek alternative assessment dates.
- Working closely with your Course Coordinator / Employer and other students to present training and assessment session role-plays as evidence where required.
- Handing in all assessment tasks as per requirements on training plan unless discussed with trainer.
- Complete course requirements within **9 -12 months** of commencement for Cert III & IV, and within **3 - 4 months** for Skill Sets. An extension fee may apply.
- If you cease to communicate with us or do not continue to actively participate in your course, AMC will withdraw you from the studies after attempting to receive ongoing involvement with you on no less than 3 occasions. You will need to re-enroll if this process has commenced. A fee may be incurred to re-enroll or to apply for course extension.
- Ensuring all work is your own and not copied or plagiarized.
- Retaining evidence of your working notes and assessments and any other documents in your portfolio of evidence and presenting this for assessment.
- Discussing any concerns regarding the training course, session activities and your ability to learn with your trainer / course coordinator / employer.
- Advising the Trainer/Course Coordinator if you require any special adaptive equipment or support for the training course.
- Participating in course evaluation and providing feedback.
- Making full payment for the course (if applicable).
- Complete evaluations at the end of each unit of study to assist with continuous improvement.
- Notify AMC of any injury (especially back and neck) that occurs during the class time or the industry work-placement.
- Notify AMC of any change in your personal details that occur throughout the course of your training.

Responsibilities of AMC RTO to students:

AMC will:

- Provide you with a safe and healthy learning environment and treat you with respect.
- Provide you with a training and assessment schedule.
- Provide you with the appropriate unit of competency details included on your plan.
- Follow all legislation affecting the learning environment.
- Provide opportunities to practice the skills and knowledge required.
- Deliver and record training and assessment outcomes.
- Provide you with access to your file records if requested.
- Set up work tasks to provide training and coaching to help achieve the competency standards in your training plan.
- Provide training materials and recommend other resources for further learning.
- Prepare you for assessment when you are ready and encourage self-assessment.
- Advise you where, when, and how assessment will occur and what to bring.
- Assess your skills and knowledge by observation, questioning, and other methods as outlined in each module’s assessment tools.
- Give feedback to you on your progress.
- Provide results and review the assessment process after assessment.
- Remind you of the appeals process and options for further assessments if you are unhappy with the results.

Types of support given

AMC recognise that learning is a journey that continues for life and occurs in many contexts, not just in formal learning environments. Life-long learning means that each individual student will come to us with a wealth of life experience and learning. AMC provides levels of support relating to an individual and their learning needs.

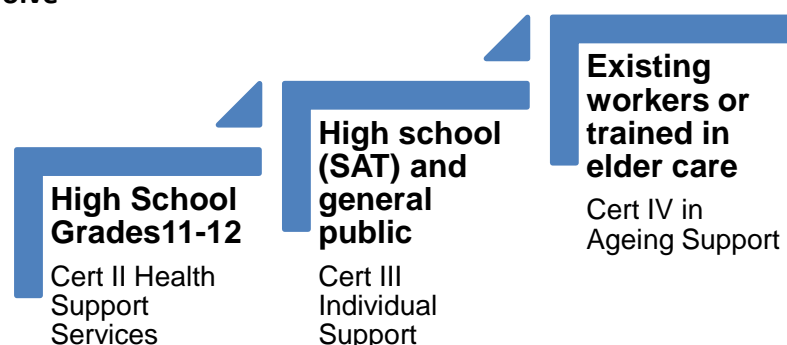
We have identified three broad categories of student and how we will support each of them to achieve their study goals. It does not matter which category you are in, AMC will support you as a unique individual.

If you feel you are needing more support. Please speak to your trainers and they will meet with you and plan how to best support you.

High level of formal experience	Moderate level of Life and other industry experience	Low level of life experience and cultural / ESL challenges
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Support given	Plus, additional Support Given	Plus, additional support given
<ul style="list-style-type: none"> Facilitated classroom support Access to trainers for questions AMC source Vocational Placement Support with orientation to VPA, a Support Visit and Assessments undertaken One-on-one support via email and phone as needed 	<ul style="list-style-type: none"> One-on-one support face to face during classroom phase Additional VPA hours as needed to development skills gap Extra support in VPA as needed Study group formation to support learner’s progress Availability of team of trainers to support learning 	<ul style="list-style-type: none"> Modules for study given the week before class to pre-read Tutorial Support ½ days, during and post-classroom phase One-to-one support fortnightly post-classroom phase, phone and in person Ongoing GAP analysis of training needs and focused support in these areas in VPA and tutorial support Additional VP hours up to 239 Additional Support visits Repeat the classes at no cost

What your study will involve



There is a career path for school studies right through to the Certificate IV in ageing support and beyond. Please note that none of the courses are a prerequisite for the next level qualification.

Enrollment

Students are required to complete a range of documents for enrolment into our courses, and undergo the following checks which AMC will arrange at no cost to our students:

- Criminal History Check - upon enrolment
- Blue Card – working with Children Check
- NDIS Worker Screening Check

Please note that if a positive criminal history notice is returned as a result of any of these checks, you will be unable to attend vocational placement, therefore you will not meet requirements of the course, thus making you ineligible for funding and unable to continue with this course.

Students may also be asked to complete the following online training modules prior to vocational placement, where this is a requirement of vocational placement:

- COVID module - Infection Control
- NDIS Worker Orientation Module, ‘Quality, Safety and You’

Each course will have different requirements and we will notify you of these in a personalized letter.

Certificate II in Health Support Services – HLT23215

VETiS – VET in schools

Students will be trained by AMC in a classroom setting, either at your school or at our Training Centre. This will involve one day a week for three school terms.

- You will be completing 12 modules over 7-8 months - one module will be completed every 2 weeks. (min 12hrs of study per module)
- Attend three industry support visits to a hospital, an aged care facility and a disability service provider.
- You will be developing practical skills at each class day, utilizing the AMC skills lab.

Certificate III in Individual Support – CHC33015

SAT – School Based Trainee/Apprentice

Theory

- SAT's are required to complete 13 modules over 9-12 months.
- Students will be trained by AMC in the classroom setting at a venue to be decided. There will be three modules taught in each school holiday period and there will be homework that needs to be done to complete a module. (Students who miss class days will be required to work on modules at home and speak to their AMC trainer about questions they have.)
- Students who wish to have extra modules to complete at home can fast track their completion to 9 months (or less if they have capacity to do so.)
- Employment
- You undertake a training contract with an employer who provides the required 375 hours of paid work, that is endorsed by your school. This will involve working a morning shift of 7.5 hours of paid work on one set school-day each week in the school term. Over the period of a year, the employer must provide at a minimum the equivalent of 375 hours (50 days minimum) of paid employment.
- Days that are missed due to any reason (illness, holidays, exams etc.) can be made up in school holidays and this is up to the employer to decide.
- A total of 375 hours must be completed before your SAT is complete.
- AMC trainer visits are scheduled every two to four weeks to work alongside you, increase your skills and help to establish you in the workplace.

Mature entry students

AMC's style of training in our combination of classroom and self-directed learning, requires students to have life experience, work experience, and a degree of maturity to be able to do the self-directed learning involved in this course.

AMC expects our learners will supplement the classroom days with the following self-directed learning. Self-directed learning could have the following requirements for someone who has no transferability of skills or knowledge and is brand-new to the industry and or has English as a second language.

- 98 hour - Class based input (Can re-attend at no extra cost)
- 239 hour - Vocational placement (maximum allowed), with a minimum of 120 hours
- 50 hours - Internet research and community-based research for the entire course
- 200 hours - Pre-reading of modules and Post-reading of modules in order to complete the case studies, assessable activities and in order to be ready for workplace assessments.
- 50 hours - Workplace supervision and support by AMC trainers and assesses to ensure they are ready for assessment

- 50 hours - Researching workplace policies and procedures, reading manuals in the workplace, reading job descriptions and duty lists in the workplace, researching answers required for their workplace activities, interviewing residents in the workplace for case studies.
- 150 hours - Completing the self-paced learning component of their workbooks. This includes all their homework, completing the portfolio and attaching them to their module and completing the case studies.

Certificate IV in Ageing Support – CHC43015

Existing workers and mature entry

The AMC Certificate IV in Ageing Support course is suitable for those who work in, or who have studied in, the Aged Care sector as well as people with care or community service experience.

AMC expects our learners will supplement the classroom days with the self-directed learning identified in the III in Individual Support, plus additional hours as required if no previous modules have been completed in a Certificate III.

Theory and essential knowledge component can be delivered via classroom workshops and online interaction.

The practical skills will be developed on the job within the student's current employment under supervision of the employer. Students are required to complete or provide evidence of a minimum of 120 hours of employment and skill development at a Certificate IV level. Assessment of practical skills will be assessed in the workplace by our trainers.

Assist Clients with Medication Skill Set – CHCSS00070

This course is suitable for those who work in, the Aged Care, Home Care or Disability sectors. You will need to demonstrate that you have the capacity to develop the skills and competencies for the assessments in your work environment.

Theory and essential knowledge component will usually be via distance education or online interaction. Our trainers will be available by phone or email to assist with questions and provide support.

The practical skills will be developed on the job under the supervision of a Registered Nurse, Enrolled Nurse or an Aboriginal Health Care Worker. Assessment of practical skills can only be undertaken in the workplace by any of the previously mentioned supervisors.

Individual Support – Disability Skill Set – CHCSS00098

This course is suitable for those who work in, the Aged Care, Home Care or Disability sectors. You will need to demonstrate that you have the capacity to develop the skills and competencies for the assessments in your work environment.

Theory and essential knowledge component will usually be via distance education or online interaction. Our trainers will be available by phone or email to assist with questions and provide support.

The practical skills will be developed on the job under the supervisor or the Manager of the service. Assessment of practical skills can only be undertaken in the workplace by any of the previously mentioned supervisors.

Access and equity

AMC has a firm commitment to the principles of Equal Opportunity and aims to protect both prospective students and students already enrolled.

There shall be no discrimination on the grounds of sex, marital status, pregnancy, parenthood, disability, race, religious or political beliefs, age, sexual preference or HIV status.

AMC actively supports and encourages people of all abilities to participate in training programs. We will endeavor at all times to ensure access and equity principles and practices are applied in our dealings with people. AMC and its staff will treat every student fairly and without discrimination in the training environment and / or in the workplace. Staff will be professional and supportive at all times in their approach to students.

Disabilities

Please inform the RTO Director of any additional needs so that we can take all reasonable steps to ensure these needs are met. There is a disability section on the enrolment form which you will have filled in and the RTO Director or representative will contact you to discuss your need.

Literacy, numeracy, and additional support needs

If you have any language literacy or numeracy concerns, please notify your trainer if you have not already indicated this on the enrolment form. If a Language Literacy or Numeracy issue is identified, we are able to make reasonable adjustments to accommodate your needs or refer you to appropriate support services as required.

AMC is committed to assisting students with a variety of abilities to succeed. All students will be required to complete a Pre-course Language Literacy & Numeracy activity. Requirements such as alternative formats, adaptive technology and adjustments for other disabilities will be identified and provided where practicable. Students who are experiencing concerns with literacy or numeracy are encouraged to contact the following support services:

- Australian Council for Adult Literacy <https://acal.edu.au/>
- Reading and Writing Hotline 1300 655 506

Support Services (Participants at risk)

AMC Training and Consulting has intervention strategies in place, which includes participant support services available to enable participants to complete the qualification within the expected timeframe. Participants at risk of not completing within the timeframe are identified as early as possible, and interventions actioned according to their individual needs.

We have included the following links to support services which students can access if they wish to. Drug and Alcohol Abuse:

- Al-Anon <https://al-anon.org/>
- Family Drug Support <https://fds.org.au/>

General Support

- Beyond Blue <https://www.beyondblue.org.au/>
- Lifeline <https://www.lifeline.org.au/> 13 11 14
- Salvation Army <https://www.salvationarmy.org.au/>

Student records and Privacy Policy

AMC is committed to maintaining the privacy and confidentiality of our RTO personnel and participant records. We do this by complying with the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

As a component of our risk management practices, AMC has conducted a Privacy Impact Assessment for all operations. Mitigation actions from this risk assessment have been implemented for the management of privacy risks at each stage of the information lifecycle, including collection, use, disclosure, storage, destruction, and de-identification.

Providing an overall framework for our privacy practices, AMC has developed and implemented this APP Privacy Policy. AMC manages personal information in an open and transparent way. This is evident in the implementation of practices, procedures, and systems we outline in this policy, that ensure our compliance with the APPs and any binding registered APP code and provide suitable procedures for AMC personnel to be able to deal with related enquiries and complaints that may be received from time to time.

The following sections of this policy outline how we manage personal information:

Australian Privacy Principle 1 – Open and Transparent Management of Personal Information

Purposes for information collection, retention, use and disclosure. AMC retains a record of personal information about all individuals with whom we undertake any form of business activity. AMC must collect, hold, use and disclose information from our clients and stakeholders for a range of purposes, including, but not limited to:

- Providing services to clients;
- Managing employee and contractor teams;
- Promoting products and services;
- Conducting internal business functions and activities; and
- Requirements of stakeholders.

As a Government Registered Training Organisation, regulated by the Australian Skill Quality Authority (ASQA), AMC is required to collect, hold, use and disclose a wide range of personal and sensitive information on participants in nationally recognised training programs. This information requirement is outlined in the National Vocational Education and Training Regulator Act 2011 and associated legislative instruments. In particular, the legislative instruments:

- Student Identifiers Act 2014;
- Standards for Registered Training Organisations (RTOs) 2015; and
- Data Provision Requirements 2012.

It is noted that AMC is also bound by various State Government Acts requiring similar information collection, use and disclosure (particularly Education Act(s), Vocational Education and Training Act(s) and Traineeship and Apprenticeship Act(s) relevant to state jurisdictions of AMC operations).

It is further noted that aligned with these legislative requirements, AMC delivers services through a range of Commonwealth Government funding contract agreement arrangements, which also include various information collection and disclosure requirements. Individuals are advised that due to these legal requirements, AMC discloses information held on individuals for valid purposes to a range of entities including:

- Governments (Commonwealth);

- Employers (and their representatives), Job Network providers, schools, guardians; and
- Service providers such as credit agencies and background check providers.

The following types of personal information are generally collected, depending on the need for service delivery:

- Contact details; Employment details;
- Educational background;
- Demographic information;
- Course progress and achievement information; and
- Financial billing information.

The following types of sensitive information may also be collected and held:

- Identity details;
- Employee details and HR information;
- Complaint or issue information;
- Disability status and other individual needs;
- Indigenous status; and
- Background checks (such as National Criminal Checks or Working with Children checks).

Where AMC collects personal information of more vulnerable segments of the community (such as children), additional practices and procedures are also followed. Please refer to AMC Working with Children Policy and Procedure for further information.

How Personal Information is Collected

AMC's usual approach to collecting personal information is to collect any required information directly from the individuals concerned. This may include the use of forms (such as registration forms, enrolment forms or service delivery records) and the use of web-based systems (such as online enquiry forms, web portals or internal operating systems).

AMC does receive solicited and unsolicited information from third party sources in undertaking service delivery activities. This may include information from such entities such as:

- Governments (Commonwealth);
- Employers (and their representatives), Job Network providers, schools, guardians; and
- Service providers such as credit agencies and background check providers.

How Personal Information is Held

AMC's usual approach to holding personal information includes robust storage and security measures at all times. Information on collection is:

- As soon as practical converted to electronic means;
- Stored in secure, password protected systems, such as financial systems, learning management systems and student management systems; and
- Monitored for appropriate authorised use at all times.

Only authorised personnel are provided with login information to each system, with system access limited to only those relevant to their specific role. AMC's IT systems are hosted internally with robust internal security to physical server locations and server system access. Virus protection, backup procedures and ongoing access monitoring procedures are in place.

Destruction of paper-based records occurs as soon as practicable in every matter, through the use of secure shredding and destruction services at all AMC sites. Individual information held across systems is linked through an AMC allocated identification number for each individual.

Attendance

We expect students to fully attend all scheduled class days and work placement days. This includes being on time and coming back at the allotted time after breaks. Please be aware that if you are consistently absent, this may stop you from completing your course, and we may need to transfer you to another group at a later date.

Mobile Phones

All mobile phones should be switched off or put on silent during our classes and are not permitted to be used during work placement when on the floor. If you are expecting an urgent call, please let your trainer know prior to course commencement and leave the room to take the call. Please be aware that if you have missed a section of the course due to the length of time outside, this may impact on your ability to receive a formal judgement of completion.

Dress Code

As part of your course will include a vocational placement at either an aged care or a disability organisation, students will be expected to adhere to that organization's dress code for the duration of their placement. AMC trainers will advise you of this, as each organization will have a differing dress code. Generally, we expect closed in shoes, a plain polo shirt and either a plain skirt or pants, with no clothing shorter than above the knees. Leggings, gym attire, ripped jeans or midriff exposing clothing is not permitted. Students may be asked to remove any false nails prior to placement, as these pose an infection risk. Long hair must be tied back, and jewelry must be kept to a minimum – also due to infection risks.

At our practical skills days, students will be expected to dress in the clothing they are planning to wear to their vocational placement, so AMC can provide advice as to whether this is appropriate to the facility the student will be placed in.

Individual Training Plan

Each student will have an Individual Training Plan developed upon enrolment or commencement of studies. This plan will list the units to be achieved as well as assessment tasks and dates for completion. This plan will be continually reviewed during the training program so you can re-negotiate any aspects of your plan.

Credit Transfer (CT) and Recognition of Prior Learning (RPL)

AMC will assist in a smooth transition of students moving between courses and institutions, thus providing opportunities to fulfill their potential, respond to changing employment needs and reduce the time needed to complete their current qualification.

For consistency of use AMC will use the following definitions;

- Credit transfer (or CT): the granting of status or credit by an institution or training organisation to students for modules (subjects) or units of competency completed at the same or another institution or training organisation.

- Recognition of prior learning (or RPL): the acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience, which may be used to grant status or credit in a subject or module.

If you believe you may be eligible for CT or RPL please discuss the matter with AMC office staff.

Credit Transfer

If you have completed nationally recognised accredited training previously you may be eligible for credit transfer. A credit transfer means that we will recognize your prior training and you will not need to repeat training you have already completed. AMC recognizes prior nationally accredited qualifications when participants apply for courses. Upon enquiry and on completion of the enrolment form, students wishing to apply for a CT must:

- Provide a certified copy of quals or a USI transcript
- Sign a declaration giving AMC permission to contact the RTO for confirmation of their completed studies
- If the RTO is no longer in operation the student will need to complete an application online at ASQA and provide us with the transcript from ASQA

After sufficient evidence is submitted each case is assessed on an individual basis for relevance and recognition into the course being applied for. Credit transfers are awarded wherever possible once verified in writing with the issuing training provider.

Recognition of Prior Learning

If you have skills and knowledge from prior education, work experience, family and community experience that relates to your training you may seek recognition of prior learning (RPL). *(refer appendix 2 for Overview of RPL process).

If you wish to apply for RPL, a formal AMC - RPL Application Form must be submitted, with an initial application fee of \$350.00 (non-refundable fee if unsuccessful).

You will be required to supply AMC with sufficient information / documentation, including evidence such as:

- A certified copy of your qualification/s
- Verification from your current manager indicating your current involvement in relevant subjects – on official letterhead
- Documented evidence of your current work including samples as requested.
- If you are successful in your application a deduction of \$100.00 per unit approved for Credit Transfer or RPL will apply to the total qualification cost.
- Or alternately the \$350 application fee is paid in addition to \$200 per unit for those units not approved for Credit Transfer or RPL.

- RPL costings for a Skill Set will still incur the \$350 application fee. If the full Skill Set is eligible for RPL, then the \$350 application fee will be deducted from the total cost of the Skill Set.

Fees and Refunds

AMC require a deposit in advance for students to enroll in upcoming courses. (See course information / enrolment form for full fees payable.) These fees are refundable up to the commencement of the course minus an administration fee. Once the course has commenced refer to Refund Policy.

Refund Policy

Once a course has commenced and materials have been received the participant is then committed to that course and fees will be charged accordingly. Should a student have difficulty in completing the course there are a number of options.

- Students can defer to a future course (which may require an additional administration fee at the discretion of the Director.)
- Students can withdraw from the course, but in this case, they forfeit the full cost of the course and still owe all outstanding monies. (See cooling off period as it applies to this statement)
- Students in exceptional circumstances will have their case dealt with individually and in such cases a proportion of the fees may be refunded depending on the length of participation in the course and the situation around withdrawal. Exceptional circumstances could mean sudden serious injury or illness.
- Students will receive full refund on provider default or the opportunity to defer to later course.
- In the event that AMC Training & Consulting or its partners cease to trade or exist, students will be given a full refund of course fees paid.

Debt Collection

Failure of a student to continue in course payment commitments will result in engagement of a debt collection service with an added cost of 20% debt recovery fee.

Certificates and Statement of Attainments will not be issued until all fees owing are paid.

Cooling off period

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. As part of our commitment to supporting our students, we have established a standard 10-day cooling-off period (weekends/public holidays included) that applies from the date when the enrolment form is submitted.

Course Delivery

Our RTO is designed to deliver training and assessment in the following ways;

- Blended combinations of training. All of our courses are online and can be facilitated using blended delivery including classroom support or distance education with tutorial support.
- On-the-job development of skills.

(Online studies will require minimum computer operating systems, which we will advise you of prior to confirmation of enrolment)

All class work, tutorial training and / or workplace training is provided in fully equipped training facilities. Delivery methods and activities may include:

- individual or group practical activities
- additional projects which can be conducted outside of the classroom
- reports and documents
- practical projects in the workplace
- direct observation of skills in the workplace

AMC's training strategies are developed to suit the needs of the individual student, the needs of the industry and AMC capabilities. The Training and Assessment Strategy outlines how we plan to conduct our training and assessment. A copy of the *Training & Assessment Strategy* is available upon request.

Feedback and Surveys

AMC Training & Consulting (AMC) value ongoing feedback from our students and we aim to have a training service that is always improving our service.

We collect, analyze and act on relevant data to provide ongoing improvements and development of our

- Training and assessment strategies
- Client services and
- The systematic management of our operations

Reviews will be undertaken during training and a Questionnaire Learner Survey will be provided to you for completion. Any evaluation of services is confidential and is only used for the purposes of improving the quality of our service to students. Feedback is graphed and analyzed and presented at staff meetings.

As an RTO, AMC is audited by the State and Federal Training Authorities. Please feel free to offer your genuine feedback should you be contacted by a representative from one of these training authorities.

Certificates and Qualifications

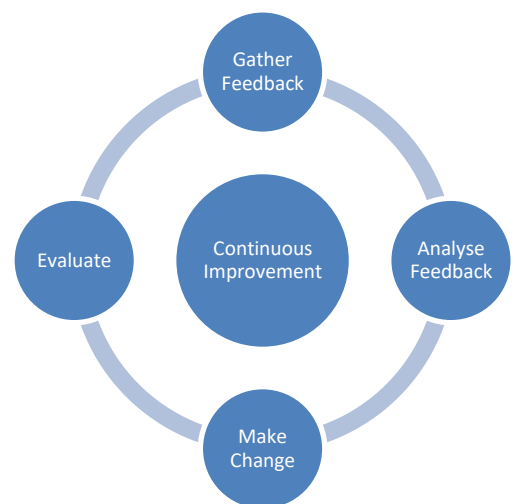
On successful completion of your training program AMC will issue a Certificate or Statement of Attainment, whichever is relevant for your studies. We will issue this within in 30 days of your last unit being deemed competent as long as there are no outstanding fees.

Completion of individual units of competency

If you are unable to complete the full qualification or if you choose to enroll for some of the units of competency, you will be issued with a Statement of Attainment with a list of the units achieved. Further units can be achieved at a later date through re-enrolment in a course and the full qualification can be achieved in stages.

Provision of certificates and replacement certificates

Certificates and Statements of Attainment will be provided within 30 days of successful completion of training. Qualifications are issued under the authority of relevant State Training Authority and recognised within the Australian Qualifications Framework.



Replacement Certificates are available on request. A fee will apply of \$25.00 plus GST.

AMC Assessment Policy

Participants enrolled into nationally accredited qualifications and units of competency are required to demonstrate competence in the specified elements and performance criteria. Competence assessment will be undertaken within a reasonable time frame and as negotiated between assessor/trainer and student.

A student may be deemed competent if they display the following standards:

- Ability to perform relevant tasks in a variety of workplace situations, or accurately simulated workplace situations
- Demonstrated understanding of what they are doing, and why, when performing tasks
- Ability to integrate performance with understanding, to show they are able to adapt to different contexts and environments.

Upon commencement of training the student will receive a recommended personal training plan and training record with assessment due dates.

Assessments for full qualifications must be completed by due dates on the training plan and training record or re-negotiated between trainer and student. Written assessment tasks will be marked, and feedback returned to the student within 21 days of receipt.

Workplace assessments can be undertaken at a time negotiated between student and assessor. Students may receive multiple attempts at achieving competence. Reassessment must be undertaken within four weeks of feedback. Any major areas of risk will be managed on a student-by-student basis, so no aged care or disability client is at risk.

Vocational Placement (if applicable to your course)

Vocational placement is a structured, workplace learning program that requires you to attend an actual industry-relevant workplace and undertake work as if you were an employee. Vocational placement differs from Work Experience, whereby the participant is merely observing – Vocational placement means that you would undertake tasks that the other workers were doing. You would perform these tasks under the supervision of a workplace supervisor (your buddy) or your assessor (during workplace visits). This helps you to practice hands on and will link directly to the theory you are learning in the classroom. This hands-on experience will enable you to demonstrate skills that are required for completion of your qualification.

AMC will usually arrange your work placement; however, distance students are required to source their own.

Request for Course Extension

Requests for course extension beyond final completion date must be made to and approved by the AMC Director or her representative. An extension fee of \$100.00 per month will apply.

Timeframes for completion:

- Full certificate courses – 12 months
- Skill sets – 3 - 4 months.

Work Placement Privacy Policy

Whilst undertaking your mandatory work placement as a student of AMC, you are required to adhere to the restrictions imposed by the privacy policy of the workplace in which you have been placed. Information provided to or obtained by you in the course of your work placement such as personal information regarding clients and company policies and procedures, are privileged and must remain private. As a representative of AMC, you are prohibited from sharing such information or opinions on social media or any other public platforms.

Harassment and bullying policy

AMC is committed to promoting a fair, safe, and healthy environment where everyone is treated with dignity and respect, and in which no individual or group feels bullied, threatened, or harassed.

This also includes sexual harassment. A single incident of unwanted or offensive behavior can amount to harassment.

Bullying or harassment in any form is unacceptable behavior and will not be tolerated. AMC will take swift and affirmative action if any such behavior is proven. This may lead to dismissal from our course.

AMC complaints and appeals processes

Comments and complaints process

AMC Training & Consulting will receive and respond to comments and complaints from any party regarding;

- AMC as a Registered Training Organisation, our trainers, assessors, or other staff.
- A third-party providing services on the RTO's behalf, its trainers, assessors/others or
- A learner of the RTO.

The process for dealing with comments and complaints are as follows.

- Receive the Complaint / Comment verbally or in writing and if necessary, may generate an AMC Comments, Complaints and Suggested Improvement Form. (See Appendix I)
- Acknowledge the complaint/comment within 3 business days in writing.
- Investigate the comment/complaint (e.g., by Director or appointed staff or trainers meeting). This investigation will involve giving anyone subject to a decision by our RTO, or anyone who has allegations made against them, to tell their side of the story before a decision is made.
- The person undertaking the investigation will not be a person who is part of the allegation.
- Make changes or suggestions to improve the service as required.
- Feedback given to complainant regarding outcome from comment will be given within 30-60 days. If the investigation and process will take longer than this, there will be regular monthly updates about what is happening with regard to the complaint's investigation.
- Comment forms are filed in a Complaints and Compliments folder.

Appeals Process

A fair and impartial appeals process is available to all participants. If a participant wishes to appeal his/her assessment result, he/she must first discuss the issue with the Trainer/ Assessor. If the participant wishes to proceed with the appeal, then the participant should complete an AMC Comments, Complaints and Suggested Improvement Form (See Appendix I) and submit this to the Training

Manager or Director. If they wish not to complete the form, they can make a formal interview appointment where the discussions will be noted and signed at the end.

The appeal application should be received in writing by the Training Manager or Director, no later than 21 days after the completion of the assessment. All appeals are recorded in writing and the result of the appeal process will also be communicated to the participant in writing, including reasons for the decision made within 30-60 days.

If you are not happy with the outcome of your complaint or appeal, AMC will make arrangements for an independent third party to review the complaint or appeal. Costs up to \$200 will be met by AMC, and any other costs will be paid jointly. Ask the Director or Training Manager about the independent person if you need further information. You may also contact the Department of Education Training and Employment on 1300 369 935 or the National Training Complaints Hotline on 1800 000 674

At all times we will try to resolve appeals and complaints quickly and satisfactorily.

Other Policies and information

Copies of AMC Quality Manual which contains our policies and procedures is available on request. Please advise your course coordinator if you require any further information.

Appendix 1 – Compliments, complaints, and suggestions

Compliments Complaint & Suggestions for Improvement Form



For use by students, staff and other customers to record suggestions, compliments and complaints

Your Personal Information			
(Write 'Anon' if you wish to stay anonymous)			
Name: Mr. / Mrs. / Miss / Ms. / Dr			
Please circle	Employee	Student	Other (please specify)
Mailing Address			Post Code:
Phone	Home:	Mobile:	Work:
Email			

Type of issue you are making Compliment or complaint about			
Tick appropriate box	Comment/ Complaint		Compliment
	<input type="checkbox"/>	Attitude or rudeness	<input type="checkbox"/> Staff kindness & helpfulness
	<input type="checkbox"/>	Waiting time or access to staff	<input type="checkbox"/> Good quality of communication
	<input type="checkbox"/>	Inadequate information	<input type="checkbox"/> Excellent information about services
	<input type="checkbox"/>	Other (please specify)	

Details of your Compliment, Comment or Complaint		
When did you notice the issue?	Date / / 21	Time: am/pm
Please describe the events which have led to your complaint. Please try and cover the following points		
What happened	Where it happened	Who was involved (include names) Any other information you feel relevant

Suggestion for Improvement
How can we improve?

(Attach additional information if not enough room to write here)

This section is to be completed by the receiving AMC representative as soon as possible.

Serious complaints and issues must be notified immediately to the Director.

Assess the Compliment, Complaint or Suggestion for Improvement

What are the findings

Action Plan

The receiving AMC representative is responsible for ensuring actions are completed and documented on the AMC CQI Register, then notifying the reporting person. The Director is responsible for follow-through of actions in a timely manner.

Action to be taken (Please tick box & write details)	By Whom	When complete
Person making report contacted and counseled		
Staff counseling / performance management		
Student Counseling / Discussion		
Compliments forwarded to people complimented		
Suggestion for improvement raised on CI Plan		
Other		
If no action taken, briefly explain why		

Name of AMCT Representative	Signature
Position:	Date Closed

Appendix 2 – The RPL process

Initial Application Fee \$350.00 (*non-refundable fee if unsuccessful*)

- If you are successful in your application a deduction of \$100.00 per unit approved for Credit Transfer or RPL will apply to the total qualification cost.
- Or alternately the \$350 application fee is paid in addition to \$200 per unit for those units not approved for Credit Transfer or RPL.
- RPL costings for a Skill Set will still incur the \$350 application fee. If the full Skill Set is eligible for RPL, then the \$350 application fee will be deducted from the total cost of the Skill Set.

