

This Acknowledgement is subject to the Conditions of Registration being met

CONDITIONS OF REGISTRATION

Payment Terms

- All bookings must be confirmed with deposit of no more than \$1000 , at least 5 days prior to the commencement of the course.
 - Account customers can confirm with a Purchase Order (*a copy of the Purchase Order is required prior to commencement of the course. Terms of payment 14 days from date of invoice*).
- AMCT reserves the right to withdraw any participant from a course if payment has not been received in accordance with our Payment Terms.
- AMCT reserves the right to alter any price, service, condition or the availability of any service or item without further notice.

Payment Options

- Payment can be made by Credit Card, Cheque/Money Order, Cash, EFTPOS or by Direct Credit
- Direct Credit into All Mine & Construction Training Pty Ltd Bank Account. (*Please ensure you state your Surname, Initial and Course as the reference when making the deposit*).
 - ANZ Bank, BSB 016-710 Account 4939-61394 - A copy of your receipt or remittance advice must be sent to ALL MINE, clearly stating the amount, date paid and reference.
 - A copy of your receipt or Remittance advice must be sent to AMCT, clearly stating the amount, date paid and reference, prior to commencement of the course to confirm payment.
 - Cheque or Cash payments (*Cheque to be made payable to All Mine & Construction Training Pty Ltd*).
 - EFTPOS

Cancellation/Variation Policy

- All cancellations or variations to course bookings must be received in writing.
 - No refunds will be given for cancellation of a booking received in less than 3 full working days of course commencement.
 - A change to another course date may be made at no additional charge, if more than 3 full working day's notice is given. Any changes made in less than 3 full working days will incur an Administration Fee of 30% of the course fee.
 - A substitution can be made prior to course commencement at no additional charge.
 - Should a student fail to attend or full a course for which they have been enrolled, 100% payment is required.
- AMCT will refund in full any deposits/payments received for any course that it cancels. AMCT reserves the right to cancel courses without notice.
- AMCT will not be liable for any claims arising from course cancellation.

Should you require any further information or assistance please do not hesitate to contact me.

Code of Practice

Legislation

Information about current legislative and regulatory requirements impacting on participants in training may be found as follows:

- The WA Vocational Education and Training Act: covers the administration of a vocational education and training system.
- The WA Occupational Health and Safety Act: covers duties and obligations related to workplace health and safety.
- The WA Anti-Discrimination Act: covers the prohibition of discrimination and other specified conduct and provides for the investigation into complaints in relation to discrimination. This act also covers legislation against workplace harassment, bullying or victimisation (points 17 and 18).
All of the above are available on: <http://www.slip.wa.gov.au/Index.html>
- Commonwealth Privacy Act: Relating to the collection, use and storage of personal data is available on: <http://www.privacy.gov.au>

Access and Equity

Every client who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package. AMCT incorporates the principles of equity into all programs. AMCT's staff have been instructed in their responsibilities with regards to Access and Equity principles. Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability. Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of enrolment. Admission procedures will

therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

Recognition of credentials

AMCT recognises the Australian Quality Framework (AQF) qualifications and statements of attainment issued by any other Registered Training Organisation.

Advertising and Marketing

AMCT will market or advertise its products and services, in an ethical manner following the national protocol for marketing and advertising. AMCT will do so with integrity, accuracy and professionalism. In the provision of this information no false or misleading comparisons will be drawn with any other provider or course. Specific course information, including content and vocational outcomes is available prior to enrolment.

AMCT will adopt policies and management practices which maintain highly professional standards in the marketing and delivery of its products and services and which safeguard the interests and welfare of all clients.

AMCT will maintain an educational environment that is conducive for all clients for the achievement of the pre-determined competencies.

AMCT will always gain a client's written permission before using information about that individual in any marketing materials and will respect any conditions of permission imposed by the client.

AMCT will always accurately represent training products and services to prospective clients.

AMCT ensures that clients are provided with full details of conditions in any contractual arrangements with the organisation.

Accurate and Clear Marketing

Where advertisements and/or advertising materials refer to AMCT's RTO status, the products and services covered by the organisation's scope of registration are clearly identified.

Advertisements and advertising materials utilised by AMCT identify nationally recognised products separately from courses recognised by other bodies or without recognised status.

The names of training packages, qualifications and/or accredited courses listed in advertising materials utilised by AMCT comply with the names/titles recognised by the State or Commonwealth (where relevant) Registration Authority.

Full information on specific courses is available from AMCT prior to booking and on enrolment.

Language, Literacy and Numeracy (LLN)

AMCT recognises that all vocational training includes language, literacy and numeracy tasks and all AMCT trainers and assessors provide:

- Materials, resources and assessment tools and tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- Clear models of the language/literacy/numeracy task;
- Opportunities for repeated and supported practice; and
- Opportunities for independent practice.

Where some clients require additional practice and training AMCT may arrange appropriate language, literacy and numeracy support.

Please note: AMCT Training are not LLN assessors, but have a duty of care to enforce accurate and repeatable assessment. If a student is assessed as not meeting the English requirements, this is not discrimination, but an assessment. Please raise any concerns prior to commencing any AMCT Training.

Delivery

AMCT ensures that all resources meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuing of qualifications,

AMCT affirms that it has in place and applies the following resources:

- Delivery personnel with appropriate qualifications, and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines;
- Delivery and assessment resources appropriate to the methods of delivery and assessment requirements; and
- Relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.

Delivery strategies utilised by AMCT are always selected to best achieve the required elements of competence while giving full consideration to the learning style of the participant. The provision of training may include a flexible combination of off and on-the-job delivery and assessment.

Assessment

AMCT has demonstrable experience and skill in providing or facilitating assessments that meet the endorsed components of relevant training package(s) and/or accredited courses in the areas of recognition sought.

AMCT is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by AMCT remains consistent with the National Assessment Principles and the requirements of Training Packages.

Flexibility

- a) Assessment should cover both on and off the job competencies,
- b) Assessment procedures should recognise competencies regardless of how or where they have been acquired,
- c) Assessment will meet the needs of members and staff of the organisation.

Flexibility in assessment is achieved by assessors ensuring that all assessments are flexible and take into consideration the requirements of the client as well as their workplace.

AMCT assessors are also to provide the opportunity for RPL/RCC.

Fairness

- a) Assessment practices and methods must be equitable to all clients
- b) Assessment criteria must be clearly understood by all clients and published for each course,
- c) Pathways must exist for assessments to be appealed and an allowance for reassessments to be made if necessary.

Fairness in assessment is achieved by the assessors ensuring that all requirements of the assessment are briefed to the client prior to the assessment and that procedures are understood.

AMCT assessors are to provide for special needs during the assessment process and are also required to provide the opportunity for review of the assessment decision.

Assessment Principles:

AMCT ensures that all assessment conducted within the organisation is reliable, flexible, fair and valid.

- **Reliable** :All assessment methods and procedures will ensure that units of competency are assessed consistently and that there is always consistency in the interpretation of evidence.
- **Flexible** :Assessment will be offered in the workplace (on-the-job), in the training environment (off-the-job), in a combination of both or via recognition of prior learning/recognition of current competence. AMCT will ensure that all assessment methods and practices allow for diversity with regard to how, where and when competence has been/will be acquired.
- **Fair** :Assessment methods and procedures will not, under any circumstance, disadvantage any client.
- **Valid** :Assessment activities will always meet the requirements as specified in the unit of competency. Sufficient evidence will always be collected, and will be relevant to the standard/module being assessed.

Assessment Pathways:

AMCT offers clients a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition may lead to a part or a full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification can be listed as follows:

- Off-the-job training and assessment
- Workplace assessment
- Recognition of prior learning (RPL) /recognition of current competence (RCC)

Assessor Qualifications:

AMCT ensures that staff involved in assessment activities always meet the assessor requirements as set by either:

- The assessment guidelines of training packages; and/or
- The assessment requirements of accredited courses;

If staff members of AMCT do not have the vocational competence to assess identified areas, appropriately qualified personnel will be employed to provide this expertise within the assessment process. AMCT may also utilise other assessment arrangements in situations where an individual staff member alone does not meet the total assessor requirements. Such arrangements may involve AMCT staff members assessing in conjunction with workplace supervisors, industry specialists and/or qualified external assessors.

Conducting Assessment:

When conducting assessment, AMCT ensures it has personnel with appropriate qualifications and adheres to the requirements of the Training Package and the Australian Qualifications Training Framework Standards for Registered Training Organisations.

AMCT ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

Assessment activities undertaken by AMCT always follow the methodology outlined below:

1. Assessment procedures are fully explained to clients.
2. Opportunities for Recognition (Recognition of Prior Learning/Recognition of Current Competence and Credit Transfer) are outlined. The appeals and reassessment process is outlined.
3. The assessment requirements of the unit(s) of competence/module(s) are outlined, and any particular arrangements for the workplace/training environment are arranged.
4. All evidence-gathering methods remain reliable, flexible, fair and valid.
5. As assessments are undertaken, AMCT trainers/assessors record individual client results. Sample copies of the assessment instrument are kept by the trainer/assessor. assessment
6. Post-assessment guidance is always available to clients.
7. A fair and impartial appeals process is available.
8. Evaluation of assessment processes and procedures is gathered on an on-going (informal) basis.

Evidence gathering methods commonly utilised by AMCT include, but are in no way limited to:

- Demonstration
- Questioning
- Workplace performance
- Role-play
- Simulation
- Oral presentation
- Graphic presentation
- Projects/assignments
- Audio/visual display
- Written tests
- Skills portfolio



Complaints, Appeals and Reassessment Process

A complaints, appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Recognition Framework.

A fair and impartial appeals process is available to clients of AMCT. If a client wishes to appeal an assessment result, they may first discuss the issue with the trainer/assessor. If the client would like to proceed further with the request after discussions with the trainer/assessor a formal request is made verbally or in writing outlining the reason(s) for the appeal. AMCT's time period for the acceptance of appeals is 5 days after the client has been issued with the results of their assessment.

Every effort is made to settle the appeal to both the client's and AMCT's satisfaction. If requested an independent person / RTO may be provided for mediation. Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision. Should the outcome not be acceptable to the client, they will be informed, in writing, of the opportunity to lodge a complaint with the State (or where relevant, Commonwealth) Registration Authority.

Procedure

At AMCT the Training Manager or Managing Director is appointed as the Complaints Resolution Officer. The objective is to ensure that all staff and those acting on behalf of AMCT act in accordance with the AMCT Code of Practice. The policy provides clients/stakeholders a clear process to follow in order to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

- a. All complaints / appeals should be submitted in writing at the earliest possible opportunity.
- b. This will constitute a formal complaint from the client/stakeholder.
- c. The Training Manager or Managing Director of AMCT will be informed through receipt of all complaints/appeals.
- d. The Training Manager or Managing Director of AMCT may delegate responsibility for the resolution of the complaint/appeal as required.
- e. In the case of a complaint/appeal, the Training Manager or Managing Director of AMCT will initiate a transparent, participative process to deal with the issues at hand.
- f. Assessment appeals will be processed in accordance with the Assessment Appeals Procedure.
- g. Complaints or appeals where possible are to be resolved within 10 working days of the initial application.
- h. In all cases the final conclusion will be endorsed by the Training Manager or Managing Director of AMCT.
- i. The client/stakeholder will be advised in writing of the outcome of their complaint/appeal.
- j. Should the outcome not be acceptable to the client, they will be informed, in writing, of the opportunity to lodge a complaint with the State (or where relevant, Commonwealth) Registration Authority.
- k. All grievances, complaints and appeals will be handled as Staff-In-Confidence.

Note : If requested by client/stakeholder mediation from an Independent RTO may be provided.

All complaints/appeals will be discussed at meetings for continuous improvement of the processes and held on file in the offices of AMCT at Unit 2, 84 Solomon Road, Jandakot WA 6164.

Fees and Charges

Public clients of AMCT must complete full payment before any certification is issued. Corporate clients of AMCT pay an agreed fee within 30 days of an invoice being issued upon course completion.

Refunds

Refund Procedures are as in accordance with our Refund Policy:

To provide appropriate handling of refunds in the case of cancellation by either party. The refunds process will allow clients the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

Procedure

- a) Individuals booking courses are required to have payment received in full prior to course commencement to secure their position on their nominated course. If full payment is not received prior to course commencement the client will not commence the course
- b) Employers booking participants on courses are required to issue a Company Purchase Order to secure their positions. Payment Terms are strictly 30 days from date of invoice.
- c) Non-attendance will incur full course cost
- e) Cancellation of a course within 3-7 working days of a booked and confirmed booking will attract a 25% cancellation fee
- d) Cancellation of a course within 3 working days of a booked and confirmed booking will attract a 50% cancellation fee
- e) If clients wish to transfer to another course, then greater than 3 days notice is to be given
- f) If courses are cancelled on the day, or within 24 hours, or participants do not show on the day, the full course fee still applies
- g) If a client commences a course, but does not complete the course, the full course fee is still payable. Where circumstances warrant, an agreement may be made with the Managing Director of AMCT for a reduced fee to be paid
- h) If confirmed courses are cancelled or rescheduled any additional financial loss incurred to AMCT for air travel and accommodation will be recovered and charged to the client.
- i) If a course is cancelled by AMCT any monies paid to AMCT will be refunded.

General Rules

- a) The refund process reflects the commitment by AMCT to hold places as booked by clients and the amount of administrative resources consumed at the various stages.
- b) Refunds must be requested in writing and submitted to the accounts department of AMCT.
- c) The accounts department of All Mine & Construction Training will process refund requests within 1 week from the day of receipt.
- e) All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.
- f) The term "commencement" in this policy refers to the first day of the first program attended by the client.
- g) Issues with regard to payment are to be handled at the first available opportunity and directed to the accounts department of AMCT.

Client Welfare, Guidance and Support Services

All clients of AMCT are treated as individuals and are offered advice and referral to support services which assist clients in achieving their identified outcomes.

AMCT does not offer formal welfare or guidance services but every effort will be made to assist clients to access appropriate support agencies.

Course Conduct

All AMCT clients are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on- and off-the-job training and assessment. Any breaches of discipline will result in the client being given a verbal warning. Further breaches will result in the client having to "show cause" as to why they should not be excluded from further participation in the program.

Access to Clients' Records

Each client's records are available to them on request. Clients' records are not available to other people unless AMCT is authorised in writing by the client to allow such access. A range of assessments will be maintained for the purposes of auditing only. If students wish to keep their work once assessed if it has been maintained for auditing purposes, you are able to get photocopies at a cost of 20c per copy or notify the trainer within 28 days that you want to collect your work.

Recognition of Prior Learning/Recognition of Current Competence

Recognition of Prior Learning/Current Competence assessment is available to all clients. Clients wishing to apply for Recognition should contact their trainer/assessor for an RPL/RCC Application Kit.

Procedure

The procedure to assess people for "Recognition of Prior Learning" or "Recognition of current Competence" involves a detailed assessment of both their qualifications and skills. They should only apply if there is a real belief that they already possess the KNOWLEDGE and SKILLS that is outlined in the training content.

Recognition of Prior Learning (RPL) is the determination, on an individual basis, of the skills and knowledge obtained by the learner through previous training, work experience and/or life experience. Recognition of Current Competency (RCC) applies if a client has previously successfully completed the requirements for a unit of competency or module and is now required to be reassessed to ensure that competence is being maintained.

The procedure a person must follow to be considered for RPL/RCC:

1. Applicant enquiries about the training content

If they feel they may be eligible for RPL/RCC, they must inform the Assessor prior to training commencement. This should allow sufficient time for the necessary documentation to be sent to the Assessor and for a decision to be made BEFORE training starts.

Note: A person must be assessed for RPL/RCC before he/she starts the course. There will be no provision for exemptions once training has commenced.

2. Applicant fills out the required documentation

This includes completion of any forms and questionnaires that may assist the Assessor in ascertaining their knowledge and skills in the area. The person will also be required to produce any evidence of RPL/RCC including Certificates, Work Reports, or References which will be sent together with the application. Remember: Application must be with the Assessor before training starts.

3. Application is assessed

The Assessor will base his/her judgment of granting exemptions on two factors:

1. Demonstrated Knowledge, by way of questionnaire, checklist or short answer questions.
2. Demonstrated Practical Skills, through practical skill exercises on or off the job, based on the element of competency.

The person may not be required to complete both of these factors to be granted exemptions, but there is a strong possibility that BOTH the knowledge and skills may need to be assessed. Therefore, the person may need to do some preparation for the practical exercises.

4. Applicant notified of result

The person should be notified of the result of his/her application before training commences. Therefore if exemption is not granted, the person may still attend the training. Other options such as re-assessment or re-application should be discussed at this stage.

5. AMCT Scope of Registration with TAC

AMCT offers accredited courses, short courses, units of competency and full qualifications from Training Packages. AMCT's course offerings change regularly in accordance our clients needs & industry requirements. As from January 2014, AMCT's scope of registration will include:

- RIIWHS204D Work Safety at Heights
- RIIWHS202D Enter & Work in Confined Spaces
- TLILIC2001A Licence to operate a forklift truck
- TLILIC2005A Licence to operate a boom-type elevating work platform (boom length 11 meters or more)
- CPCCLDG3001A Licence to Perform Dogging
- CPCCLRG3001A Licence to perform rigging basic level
- TLILIC3006A Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)
- HLTAID003 Provide first aid
- RIIHAN305D Operate a gantry or overhead crane
- RIIMPO208D Operate Support Equipment

6. Australian Qualifications Framework (AQF)

AQF Qualifications

Certificates I – IV

Certificates I - IV prepare candidates for both employment and further education and training. Certificates I and II are largely qualifications recognising basic vocational skills and knowledge and Certificates III and IV largely replace the outdated category of trade certificates.

Certificates I - IV:

- Recognise skills and knowledge that meet nationally endorsed industry/enterprise competency standards as agreed for those qualifications by the relevant industry, enterprise, community and/or professional group;
- Include preparatory access and participation skills and knowledge such as:
 - literacy and numeracy;
 - communication skills;
 - working in teams;
 - workplace technology; and
 - industry specific competencies, of increasing complexity and personal accountability at each level of the Certificate qualification; and
- May be gained through a wide range of pathways, including: Australian Apprenticeships (including traineeships); work-based and/or school/institution-based training; and Recognition of Prior Learning or Current Competency (which may include training programs or an accumulation of short courses).