STUDENT HANDBOOK

CONTENTS

Welcome

Welcome to AAMC Training Group!

Congratulations on furthering your education and broadening your career prospects with us.

AAMC Training Group is a wholly Australian-owned RTO offering training nationally and internationally. With over 22 years of experience in Education and Training, we are committed to constantly reviewing our policies and procedures and welcome your feedback to provide continuous improvement.

Your learning experience is paramount, and we strive to equip all our students with current and comprehensive industry knowledge to assist them in reaching their goals.

Our energetic team of qualified trainers and administrators are dedicated to supporting all our students through their course and understand that no two students are the same. We are here to assist in bridging the gap between people's existing knowledge and the requirements for success in the industry.

Once again, we welcome you and trust that your learning experience with us will be enjoyable and rewarding. AAMC Training Group appreciates your support and trust in us to assist you with your study.

AAMC Training Group operates in full compliance with the Standards for RTOs 2025, ensuring governance integrity, student-centred practices, and continuous improvement. The organisation's leadership oversees a Quality Management System designed to maintain training excellence and meet the expectations of industry, students, and regulators.

Jeff Mazzini

Managing Director

This handbook should be read in conjunction with AAMC Training Group's *Policies and Procedures*, available on our website at Student Support & Resources | AAMC Training, which contain the full terms and processes referenced throughout this document.

How to create your Learner Portal account

You will receive an **"AAMC Training – Online Learner Portal Invitation"** via email with two important links.

Learner Portal Invitation

Create your Trainer account, by clicking the link **"Click here to create your Learner Portal".**
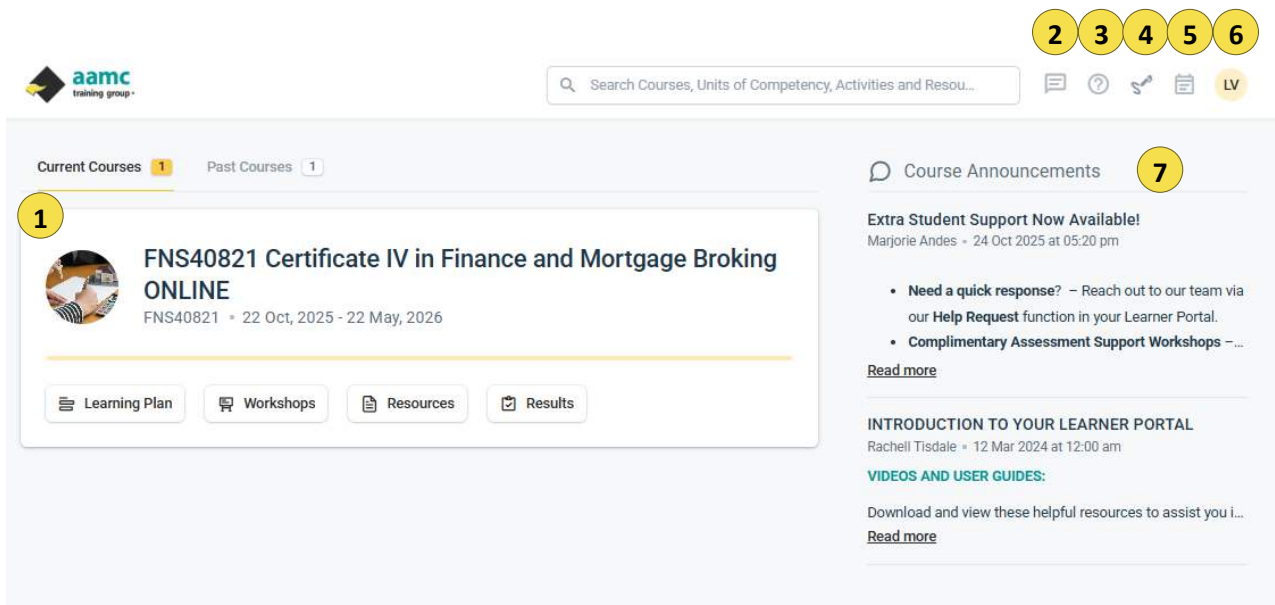
Create your Account

To create your online Learner Portal, click **"Sign up with Email"**

Login

1. Click the link from your Learner Portal Invitation.

2. Enter email address and password > Click Sign in

3. Your welcome message will display when successfully logged in.

4. Click **Get Started** to continue to your portal.
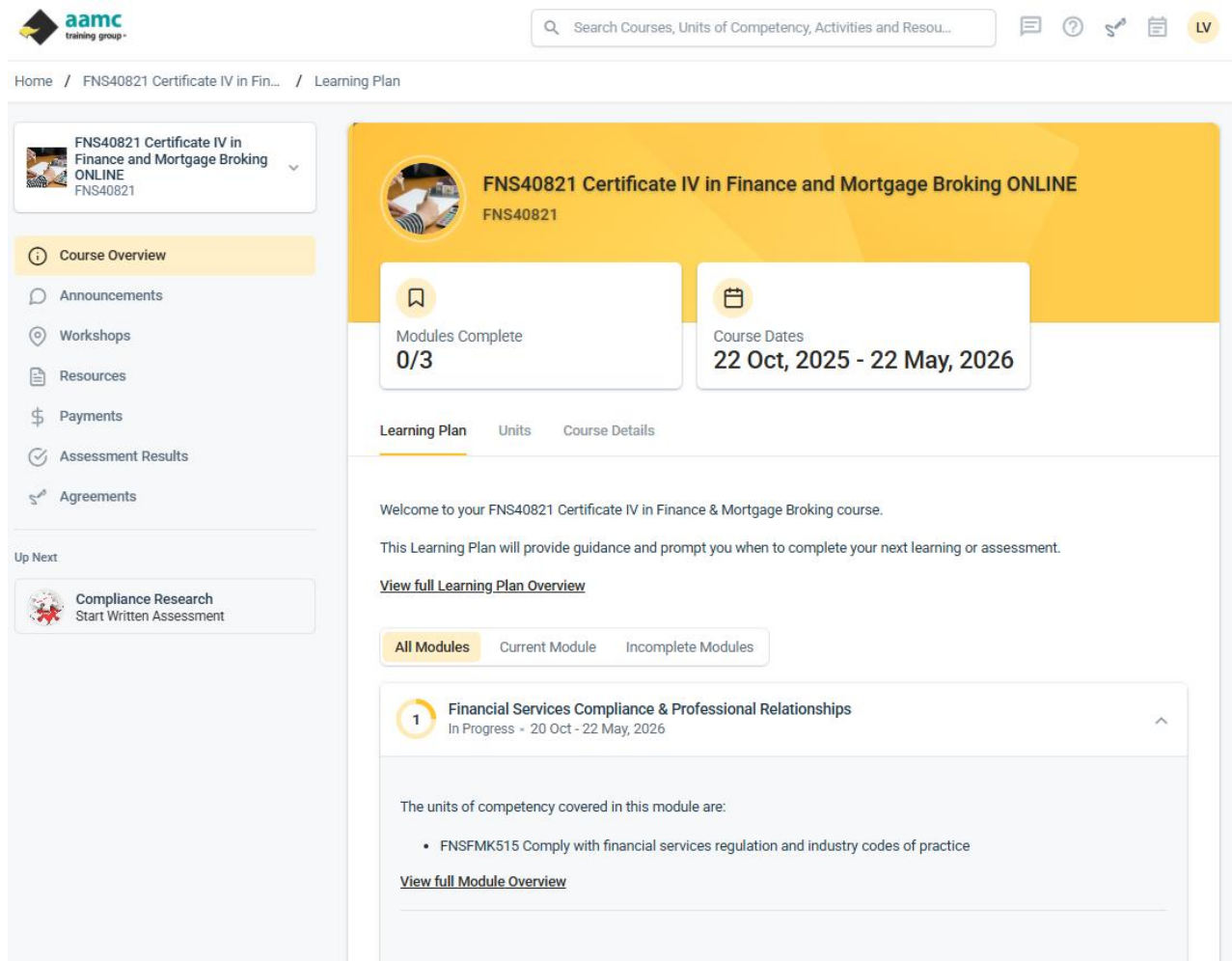
Your Learner Portal Dashboard Key

1. Current course enrolments: Click on your course enrolment to access learner guides, assessments, resources, announcements, virtual class links (if applicable), results and invoices.

2. Help Requests: Submit for queries relating to assessments, course materials, credit transfers, extensions, enrolment

3. Agreements (see also under Profile icon)

4. Training Calendar

5. Help Guides, Welcome Message, Submit Feedback (general course feedback, not for requesting assistance)

6. Your Profile: Your account, profile settings, submit USI, academic transcript, enable night mode

7. Course Announcements

Once you have completed your enrolment onboarding through to payment, your **Learning Plan** should look something like this:

Pre-Enrolment Information

To help students make informed decisions about their training, AAMC Training Group ensures you have access to clear and accurate information including obligations prior to enrolment on our website.

Prior to enrolment, AAMC Training Group will provide you with:

- Training product code and title of your course
- Course outcomes and expected course duration
- Course delivery mode (online, blended, virtual classroom, workplace-based)
- Training and assessment locations (if applicable)
- Entry prerequisites and LLND requirements
- LLND support and other student support services
- Recognition of Prior Learning (RPL) and Credit Transfer processes
- Fees, payment schedules, and refund conditions
- Complaints and appeals processes
- Requirements for equipment, technology access or other resources
- Assessment method and requirements, and any compulsory attendance components
- Any licensing or occupational requirements
- Any third-party arrangements involved in training or assessment.

This ensures students make informed decisions about their learning pathway.

Students can review all required enrolment information on the AAMC Training Group's website before any fees are paid. This includes details of the training to be provided, all applicable fees and charges, and any obligations or terms and conditions associated with enrolment. All information is provided in simple, accessible language. If you need help understanding any information, our Student Support Team is here to assist.

Our commitment to ethical and transparent recruitment

AAMC Training Group will never:

- Guarantee you a job or employment outcome
- Promise that a course can be completed faster than allowed by the training package
- Make misleading statements about our courses
- Pressure you to enrol
- Advertise qualifications we are not approved to deliver
- Use third parties to recruit you without clearly identifying that relationship.

Any marketing or advertising you see from AAMC Training Group has been carefully reviewed to ensure accuracy, fairness, and compliance with the Standards for RTOs 2025.

Changes to Your Training

If anything changes that affects your course or your enrolment, AAMC Training Group will notify you as soon as practicable. This includes changes to:

- course fees
- delivery arrangements
- third-party training or assessment
- training product transitions (superseded/expired qualifications)

Updates will be communicated by email and/or through your Learning Portal.

Your Rights as a Student

You have the right to receive:

- Accurate course information before enrolling
- Transparent fee information
- Access to support services
- Training that meets national quality standards
- Fair assessment processes
- Protection of your personal information under the **Privacy Act 1988**

Entry Requirements Prior to Enrolment

Any industry or qualification prerequisites for specific courses are listed on the relevant course pages on our website. Students should review these requirements prior to enrolment. Course List | Online Training & Accredited Programs | AAMC Training

In accordance with the 2025 ASQA Standards, AAMC Training Group is committed to ensuring that all prospective students are appropriately supported and placed in courses that align with their capabilities and learning needs. As part of this process, students are required to complete a Level 2 **Language, Literacy, Numeracy, and Digital Literacy (LLND) competency prior to enrolment**. This competency helps identify any support needs early, ensuring students are well-prepared to engage with course content and succeed in their training.

Where support needs are identified, AAMC Training Group will provide guidance on available assistance or refer students to specialist services if required. This process enables students to make informed decisions about their enrolment and ensures compliance with national training standards. Enrolment may be deferred or adjusted based on the outcome of the LLND assessment to promote positive learning outcomes and reduce the risk of early withdrawal or non-completion.

In addition to LLND, students are encouraged to consider whether the **mode of delivery**—such as online, blended, or virtual classes—is appropriate for their learning style, access to technology, and personal circumstances. AAMC Training Group will provide clear information about course structure, expectations, and digital requirements to help students make informed decisions.

Language, Literacy, Numeracy Digital Literacy (LLND)

The LLND enables AAMC Training Group to determine whether additional support, if any, is required to assist students in completing the course.

Support may be provided to students in one of the following ways:

- Additional one-on-one time with the trainer/assessor
- Modification of learning strategies
- Adjusting how an assessment is conducted (where possible)
- Referral to external support services below.

LLND Waiver Policy

All students complete the LLND assessment **prior to enrolment** to ensure appropriate student support is identified in accordance with AAMC Training Group's **LLND Policy**.

The LLND waiver policy applies to recognition of prior learning and other pathways and may apply to students where competency of LLND at the level of the qualification being undertaken can be proven. Refer to the **LLND Waiver Policy**.

Digital Skills Required

Based on the Digital Literacy Skills Framework, a Level 2 competency is required to be able to access and navigate Learning Management Systems (LMS), which includes the ability to:

- Work independently with digital tools and navigate some unfamiliar contexts.
- Use digital technologies and systems effectively to complete tasks.
- Solve digital problems and troubleshoot basic technical issues.
- Manage digital security and privacy, including virus protection and data safety.
- Engage in online communication and collaboration, essential for participating in online discussions and submitting coursework.

Additional Support Services and Access

If extra support or counselling is required by students, contact our Student Support Team for assistance. Students who feel they may require additional support throughout the course regarding LLND, please contact our Student Support Team on 1300 226 233.

If we are not able to assist we may refer the student to appropriate support services, such as The Reading Writing Hotline (supported by the Department of Education and Training) on 1300 655 506 or refer to their website at readingwritinghotline.edu.au. Any costs incurred will be the responsibility of the student.

The Australian Federation of SPELD Associations (**Auspeld**) represents all state and territory **SPELD** (**Spe**cific **L**earning **D**isorders) Associations. These organisations promote effective literacy and numeracy instruction for all students through the provision of a range of in-demand services, including professional development for educators, access to support and advice, and more. Use this link to their website to find SPELD assistance near you: https://auspeld.org.au/about/

Upon student advice of any disability or impairment that may impact their studies, AAMC Training Group will review the information provided and where necessary, contact the student to determine additional support requirements. AAMC Training Group will arrange for reasonable adjustment to be applied to

training and assessment tasks where appropriate, ensuring that the adjustment to be applied does not impact the integrity of the training package requirement.

Some courses and/or delivery options have specific entry requirements, which will be communicated prior to enrolment.

Technology Requirements

While studying with AAMC Training Group we recommend you use a desktop or laptop device (or tablet or mobile phone) with internet access, ensuring pop-up blockers are turned off for our website. The aXcelerate app may be used but not all tasks may be completed via the app.

For the best-blended learning experience, we recommend the following minimum specifications for your device:

Device Requirements

- Desktop or Laptop with:
- At least 8 GB RAM
- 1.8 GHz processor or higher
- Mobile & Tablet:
- Android app: Requires **Android 7.1 or later**
- iOS app: Minimum version currently **iOS 12** (managed by Apple)

Note: not all tasks may be completed via a mobile app.

Browser Requirements

Our LMS works best with the latest versions of:

- Google Chrome (recommended)
- Safari (Mac)
- Mozilla Firefox
- Microsoft Edge

Older or unsupported browsers may cause issues like data not saving or corruption.

Other Requirements

- Reliable internet connection
- Accessories:
    - Headphones, speakers, camera
    - Printer/scanner

Troubleshooting Tips

- Keep your browser updated
- Disable extensions if issues occur
- Clear cache/cookies regularly
- Test in another supported browser if problems persist.

Enrolment Application Process

To apply for enrolment into any of our courses, visit our underlinewebsite. Navigate to the course pages, read the information about the course, then click APPLY against the delivery that most suits you.

We currently offer Virtual Class and Online delivery, with Recognition of Prior Learning another option, depending on your level of experience. Once you complete the application form, through to accepting the Terms and Conditions, you will gain access to complete your Language, Literacy, Numeracy and Digital Literacy (LLND) test. Once you have achieved a satisfactory score, you will be prompted to finalise your enrolment through to payment. Refer to the entry requirements above for LLND support.

All enrolments are managed under our **Enrolment Policy** and **Student Information Policy**.

For corporate enrolment enquiries, please contact our Student Support Team on 1300 226 233.

AAMC Training Group provides training on a **fee-for-service basis**. We currently do **not** deliver government-funded programs.

Fees, Payment Terms, and Refunds

Course Fees and Payment

All course fees, payment terms, and any additional charges are outlined on individual course pages and in our **Refund & Fee Protection Policy** and the **Terms and Conditions**.

AAMC Training Group operates on a **fee-for-service model**.

Payment Requirements

- Course fees are payable in full at enrolment.
- For enrolments over $1,500, fees must be paid in two instalments:
  - First instalment: $1,497 at enrolment
  - Balance: Due one month after enrolment

Refunds and Cancellations

- **Withdrawal by Student:** Written notification via email or letter is required. Generally, no refund applies once a course has commenced. In exceptional circumstances (e.g., serious medical issues), refund requests may be considered.
- **Cancellation by AAMC Training:** If we cancel a class, students will be offered an alternative session or a full refund.
- **Processing:** Refunds are processed using the original payment method.
- **Superseded Qualifications:** Where a qualification or unit is superseded, we will manage transitions in line with ASQA 2025 Standard 1.9 and our **Assessment Policy**.

Refer to the **Refund & Fee Protection Policy** for full details.

Financial Support

AAMC Training Group provides clear and accurate fee information before enrolment. Course fees are payable in full at enrolment. In limited cases, a two-part payment arrangement may be requested and approved before commencement.

If you experience financial hardship, our Student Support Team can assist with confidential advice and referral to financial counselling services such as:

- MoneySmart
- National Debt Helpline
- StudyAssist
- VET Student Loans (where applicable)

Student Obligations and Liabilities

Students have certain obligations as part of their enrolment. These include the requirement to:

- Provide a valid Unique Student Identifier (USI
- Provide personal information necessary for enrolment and identity verification
- Have access to the required technology and digital resources
- Participate in online learning or virtual classes (where applicable), along with completing all required assessments and learning activities.
- Understand the process associated with withdrawing from training
- Understand the conditions relating to extensions, course expiry and ongoing course progress.

Applications from Students Under 18 Years of Age

AAMC Training Group accepts enrolment applications from students aged **16 or 17** in select circumstances. As we do **not deliver VET in Schools programs**, all applicants under 18 must meet additional requirements under the **ASQA 2025 Standards for RTOs**.

Before applying, please contact us to discuss eligibility and required documentation.

To be considered for enrolment, students must:

- Be resident of Victoria, New South Wales, or Queensland
- Be 16 or 17 years of age at the time of enrolment
- Be able to provide verified parental or guardian consent
- Have access to a suitable learning environment and have suitable support arrangements in place
- Meet all standard enrolment requirements for their chosen course.

Unique Student Identifier (USI)

If you are undertaking nationally recognised training delivered by an Australian registered training organisation you are required to supply a Unique Student Identifier (USI). A USI gives you access to an online USI account which contains all your nationally recognised training records and results from 1 January 2015 onwards.

AAMC Training Group can access your USI if you have provided a copy of your valid photo ID and a completed Privacy Disclosure form. AAMC Training Group does not keep your identification on file once your USI account has been created.

You can apply for a USI yourself if you don't already have one. You can create a USI account by accessing the USI website. This website will also advise on the documentation and identification you need to create a USI. The process is quite simple. You'll need to:

1. Have a valid form of identification handy – the USI website can provide more details

2. Select Create a USI

3. Accept the Terms and Conditions

4. Provide the details of an acceptable Form of ID

5. Provide contact details

6. Confirm your identity

7. Set a password

8. Check Questions and Answers

Recognition of Prior Learning (RPL)

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

If you have completed other nationally recognised training or prior learning and experience and have gained the same skills and knowledge stipulated for the units of the course, you may be granted RPL.

Where RPL is not granted for any unit of competency, the written notification will include the reason for the decision.

Eligibility for RPL is reviewed by our specialist team, forms to apply are provided on the RPL Pathway page of the website.

Once RPL eligibility is confirmed, you will be provided with instructions covering what you need to do and what evidence is required for your RPL enrolment.

You will be required to complete a pre-qualification form to enter this pathway. It consists of the provision of a combination of evidence, including:

- Third party testimonials

- Workplace documents

- RPL Assessor interview

- Gap assessments - may be required where you cannot provide supporting evidence to satisfy all competency requirements

When your evidence-based documents and gap assessments are marked as satisfactory, you will need to request to book a time and date with the assessor. We ask that you submit a few options so we can delegate an available assessor. The assessors are generally booked in advance, 3- 5 days, and are conducted virtually via Zoom/Teams*. For those students participating in RPL Workshops, your interview will be conducted within the session.

The RPL Assessment decision will comply with the Principles of Assessment and Rules of Evidence and the requirements of the relevant training package.

For detailed procedures, evidence requirements, and timelines, please refer to the **RPL and Credit Transfer Policy and Procedure**.

*Interview booking cancellation: Failure to notify the assessor of non-attendance 24 hours prior to the agreed interview time will incur a re-booking fee, payable prior to another booking being made.

Credit Transfer

You may be able to claim credit transfer for any nationally recognised training that you have previously completed with AAMC Training Group or another RTO. You will need to provide a copy of your USI VET transcript with a valid QR code OR a record of results or statement of attainment and a signed Privacy Disclosure form. Your credit transfer request will be reviewed and applied to the associated units once authenticity has been confirmed.

Credit Transfer applies when the certification documentation provided by the student contains the same national competency code as those that form part of the training and assessment program offered by AAMC Training Group OR its equivalent.

To apply for Credit Transfer post enrolment:

- Upload your credit transfer evidence and Privacy Disclosure form for review to the Credit Transfer section of the Portfolio area of your Learner Portal.
- Documentation is reviewed by an AAMC Training Group team member.
- Upon confirmation of authenticity, credit transfers will be applied and exemptions granted for any associated assessments.

Course Duration and Student Progression

Duration

Qualification and Tier 2 courses – Enrolment is valid for a period of between 6 and 12 months (excluding Traineeships). Refer to the relevant course page for enrolment duration.

A course enrolment is officially considered as commenced upon receipt of payment. During your course, AAMC Training Group provides regular email reminders of course progress with follow up calls where required, including notification of impending course expiry.

In the instance where a course is superseded by the industry regulator prior to your course expiry, you will be notified to complete the required work before the end of the teach-out period OR offered a transfer to the new version of your qualification. The enrolment period will remain unchanged, with the same expiry date.

Please note that access to your course will cease at midnight the day prior to the advised expiration date.

Assessment Processes

All assessment processes are conducted in accordance with AAMC Training Group's **Training and Assessment Policy.** Students are assessed against nationally recognised competency standards using fair, valid, reliable and flexible methods. Assessment outcomes, feedback and reassessment opportunities are managed in line with the ASQA 2025 Outcome Standards. AAMC Training also conducts regular validation of the assessment tools and instruments.

Full assessment information, including assessment formats, authenticity requirements, support options, feedback timeframes and resubmission rules, can be found on the AAMC Training website.

AAMC Training is committed to equitable access for all students. Students who need additional support due to disability, language, literacy, numeracy, digital literacy needs or personal circumstances are encouraged to contact the Student Support Team at info@aamctraining.edu.au. Support may include assessment support workshops, upgrade to virtual classroom sessions, LLN assistance, digital literacy support or referral to external services.

Reasonable adjustments may be made to the learning environment, certification requirements, training delivery or assessment method used to help students with disability to access and participate in education and training on the same basis as those without disability.

Where appropriate and consistent with training requirements examples include:

- Ensuring that course activities are sufficiently flexible;
- Providing additional support where necessary;
- Offering a reasonable substitute within the context of the course, where a student cannot participate.

AAMC Training will make reasonable efforts to meet individual needs while maintaining the integrity of the qualification and ensuring no other learners are disadvantaged. Students seeking adjustments should contact Student Support to discuss options.

Enrolment Extensions

You may request an extension of up to three months (maximum) within 30 days after your course expiry date. An extension will be dependent on availability and/or approval, and a course extension fee is payable. If an extension is requested **after** the 30-day grace period, you may need to re-enrol and be charged a discounted enrolment fee.

If you are affected by serious illness or exceptional circumstances during your enrolment, you may apply to AAMC Training Group to extend your enrolment. We will only accept a written application within two months of your circumstances occurring, including supporting evidence from a medical practitioner and/or any other relevant documentation. See our **Terms and Conditions** for more information.

Notification of Changes

AAMC Training informs students as soon as practicable of any changes that may affect their training, including:

- Updates to training products
- Transition of superseded or expired courses
- Changes to third-party arrangements
- Critical incidents or disruptions to service
- Changes in ownership
- Any operational updates that impact students

Additional updates will also be listed under the Student Support & Resources page of the website.

Study tips

It's important to build strong study habits The earlier you establish a consistent study routine, the easier it becomes to manage your learning alongside work and personal responsibilities. Developing good habits can also boost your chances of achieving great results.

We understand that studying can be challenging – balancing your workload, grasping new concepts, and managing competing priorities can sometimes feel overwhelming. However, staying on top of your weekly tasks and structuring your time effectively can make a big difference.

Timetable your study

Your learning plan includes suggested assessment due dates to help you plan and manage your workload. While these aren't strict deadlines, they are designed to help you stay on track and complete your course before the expiry date. If you're ahead of schedule—fantastic! However, falling behind these suggested dates may put you at risk of not finishing the course in time.

With clear objectives and topics, your learning can be focused in an efficient and targeted manner. You can use your learning plan as a base for your schedule, adapting it for any events, annual leave or busy work periods you have coming up.

Assessment due dates

You'll notice suggested due dates for your assessments, spaced evenly across your course. These dates are designed to keep you on track—they're not mandatory, and you may work ahead if you wish. However, we recommend avoiding falling too far behind to ensure you finish within your course timeframe.

It makes a big difference in your ability to focus if you understand from the start what you'll be required to do in the assessment(s).

- Will you be required to conduct additional research?
- Will you be required to understand a concept well enough to explain it?
- Are you going to be asked to create something — a plan, a strategy, a report, or a workplace product?

Factor this analysis into your study timetable. Give yourself plenty of time to do the task if you are not familiar with the format of the assessment.

Create a suitable study environment

Claim a dedicated study space to create an environment that suits you:

- choose a place where you can study without distractions
- furnish it with a well-lit desk with room for all your study materials – including a comfortable chair.

Student Feedback and Continuous Improvement

To improve service delivery, AAMC Training Group collects feedback through range of methods, including email communication, verbal discussions, VET Students, staff feedback forms, course reports, and through the Complaints and Appeals processes.

AAMC Training Group encourages students to provide feedback during their enrolment to enhance training delivery, assessment practices and student support. Feedback can be provided through:

- Completion of student surveys
- Emailing the team at info@aamctraining.edu.au
- The Learner Portal.

Complaints and Appeals

Complaints

AAMC Training Group acknowledges the right of all students, staff, and stakeholders to lodge a complaint when dissatisfied with any aspect of the RTO's services, processes, or interactions.

AAMC Training Group will ensure that:

- All complaints are managed fairly, promptly, and without prejudice.
- Complainants are not victimised or disadvantaged as a result of lodging a complaint.
- All parties are treated with dignity, respect, and impartiality.
- Complaints are acknowledged in writing within **two (2) business days** of receipt.
- Complaints are finalised within **60 calendar days**, or the complainant is notified in writing of any delay and given regular progress updates.
- Decisions are made by staff not directly involved in the issue being reviewed.
- All complaints and outcomes are documented, reviewed, and fed into continuous improvement processes.
- All complaints are handled confidentially, and information is only shared with those involved in managing or resolving the matter.
- Students have the right to lodge a complaint without fear of disadvantage or negative consequences.

If a student is not satisfied with the result of the internal complaint process, they can request an external review. Students can seek an external review through:

- Australian Skills Quality Authority (ASQA)
- Commonwealth Ombudsman
- Relevant State or Territory Ombudsman.

AAMC Training can provide guidance on accessing external agencies.

For further information please review the **Complaints Policy and Procedure** on the website.

Appeals

The Appeals Policy applies to all AAMC Training Group staff, assessors, contractors and students engaged in nationally recognised training programs, where the appeal relates to an **assessment decision**. This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies regarding assessment can be raised and resolved. With a clear process to register an appeal, it ensures all parties involved are kept informed of the resulting actions and outcomes in a timely manner.

An independent staff member who is not involved with the original decision will review the original decision. All involved will be provided with procedural fairness, and appeals are actioned within the timeframes stated in the **Appeals Policy & Procedure**.

If a student remains dissatisfied with the internal outcome, they may request an external review through ASQA or the Commonwealth Ombudsman. These services are provided at no cost to students.

Student Conduct and Academic Integrity

Students are expected to maintain professionalism, respect, and integrity throughout all forms of study, including online activities, communication with staff, and attendance at workshops. Ethical use of learning platforms, AI tools, and resources is mandatory.

Student Code of Conduct

Students must also comply with the AAMC Training Group Student Code of Conduct, which forms part of the **Access and Equity Policy**.

Students are expected to:

- Act in accordance with all AAMC Training Group policies, procedures and behavioural expectations.
- Comply with all relevant Commonwealth, State and Territory legislative requirements.
- Demonstrate respectful, courteous and professional behaviour toward staff, trainers, assessors, other students, and industry partners.
- Participate actively in learning and assessment activities, attend scheduled sessions where applicable, and meet assessment deadlines.
- Avoid disrupting training, teaching, learning or assessment activities, whether delivered online, in the workplace, or in a classroom setting.
- Use AAMC Training Group learning and support resources—including IT systems—in a safe, lawful and respectful manner that does not impede the learning of others.
- Comply with policies relating to assessment, academic integrity, privacy, and acceptable use of technology and AI tools.
- Conduct themselves professionally during vocational placement or other workplace-based assessment activities.
- Ensure their behaviour does not adversely affect the reputation of AAMC Training Group.
- Follow all reasonable directions provided by AAMC Training Group staff, trainers and assessors.

Any breach of the Student Code of Conduct may result in warnings, suspension, cancellation of enrolment, or other actions consistent with the **Complaints Policy & Procedure** and the **Appeals Policy & Procedure** and any applicable legislation or contractual requirements.

Plagiarism and Cheating

Serious breaches of academic integrity will not be tolerated at AAMC Training Group.

Plagiarism means copying, using, or closely imitating another person's ideas, words, data, images, assessment work, or research—whether from a published or unpublished source—and presenting it as your own without proper acknowledgement.

Cheating includes any attempt to gain an unfair advantage in assessments, such as copying answers, using unauthorised materials, or cover-collaborating with others. These actions can result in disciplinary measures, including failing the assessment or the course. To avoid plagiarism, always reference your sources correctly and complete your work independently. If you are unsure about what constitutes plagiarism or need help with referencing, seek guidance from our support services.

Tips to avoid plagiarism:

- Reference your sources (websites, AI tools or other materials) correctly.
- Use quotation marks when directly quoting someone else's words.
- Paraphrase ideas in your own words and still provide a citation.
- Do not provide your work to, or copy from, others.
- Generative AI or automated content creation tools (e.g. ChatGPT, Grammarly, or similar) may only be used when explicitly permitted and appropriately referenced.

Your Privacy Matters

At AAMC Training Group we are committed to protecting the privacy and confidentiality of our students, staff, contractors, and stakeholders.

We operate in accordance with:

- Standards for RTOs 2025
- Privacy Act 1988 (Cth)
- Australian Privacy Principles (APPs)
- Data Provision Requirements 2012
- Student Identifiers Act 2014
- National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
- National VET Data Policy

In line with our **Privacy Policy**, we pledge to:

- Manage personal information in a way that is open, transparent, and compliant with the APPs.
- Provide clear information about what we collect, why we collect it, and how it will be used or disclosed.
- Respond promptly to enquiries or complaints regarding privacy.
- State whether personal information may be disclosed overseas (AAMC does not routinely disclose overseas unless specifically authorised by the individual).

We only collect personal information necessary for:

- Enrolment and participation in training and assessment*
- Mandatory reporting to government agencies (e.g., NCVER and ASQA) in accordance with the National VET Data Policy
- Compliance with relevant legislation.

*We may collect and store copies of photo identification (such as a driver's licence) for the purposes of verifying your identity for enrolment, skills role plays, online assessments, video assessments, RPL applications, or any other assessment-related authenticity requirements. We may also collect video recordings or photographs submitted as part of assessment evidence. This information is used solely to confirm student identity, ensure the integrity of our assessment processes, and meet regulatory and audit obligations.

All identification documents and images are stored securely and accessed only by authorised staff in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

We will only use or disclose personal information for:

- The purpose for which it was collected
- A related secondary purpose the individual would reasonably expect
- Situations authorised by law (e.g., reporting to NCVER, ASQA, funding bodies)
- Circumstances involving health or safety risks, or law enforcement activities.

We comply with the **Spam Act 2003**. Every marketing message includes a functional **unsubscribe**. Opt-out requests are actioned promptly.

For further information please see the **Privacy Policy** on our website.

Student Support

Throughout the course, students receive support from administrators, trainers and assessors, who are accessible through various channels including the help function and virtual classrooms. AAMC Training Group assessors are available to assist with any questions related to the subject matter, concepts, practical applications, and topics within the course, where practicable. We encourage students to genuinely engage with the course materials and content before seeking support from the assessors.

In line with performance indicators for student support, AAMC Training Group will actively monitor the wellbeing needs of VET students, provide clear guidance on actions they can take when facing challenges, and ensure students are aware of the appropriate staff or external services they can contact for assistance.

Assessment and Feedback Clarification

Students can lodge enquiries via the online **Help Request** function or contact our Student Support Team at info@aamctraining.edu.au.

Please note that trainers cannot provide answers to assessments or offer feedback on draft assessment submissions. For the most effective assistance, direct your questions in a Help Request, our Student Support Team will assist you where possible or pass your query on.

You can also request clarification of feedback given on your assessments via the same method. Our Student Support Team will arrange for clarification to be provided to you.

Complimentary Assessment Support Workshops will be offered regularly throughout your learning journey. Join **1-hour workshops** to gain assistance understanding tasks, planning your time, and accessing trainer feedback.

For further information on access, equity, and student support arrangements, refer to the **Access and Equity Policy** and **LLND Policy**.

Reasonable Adjustment

Trainers/assessors are permitted to make any modification to the learning environment, certification requirements, training delivery or assessment method used to help students with disability to access and participate in education and training on the same basis as those without disability.

AAMC Training Group are obliged by law to make reasonable adjustment to support maximum participation of students who have a learning disability. This includes;

- ensuring that course activities are sufficiently flexible;
- providing additional support where necessary; and
- offering a reasonable substitute within the context of the course where a student cannot participate.

AAMC Training Group will make every reasonable effort to ensure that it can accommodate a student's needs. However, sometimes those needs are beyond the assistance that can reasonably be provided by AAMC Training Group (for the purposes of LLN assistance, "reasonable allowance" is defined as the provider being able to accommodate the student's needs without significantly disadvantaging other student's involvement in the course, or without causing the training provider significant financial disadvantage).

Supporting and Informing Students

Where there are important updates and information on service delivery, AAMC Training Group will inform the student as soon as practicable, including in relation to the following:

- any new third-party arrangements
- A change in ownership
- changes to existing third-party arrangements
- changes to training products or fees
- emergency and critical incidents
- feedback and complaints
- wellbeing and support services information.

Student Wellbeing & Mental Health Support

Student wellbeing

AAMC Training Group recognises that wellbeing plays a key role in student success and will proactively identify and respond to student wellbeing needs.

AAMC Training Group will provide information on available support services, including:

1. External counselling and mental health services

2. Financial assistance pathways for students at risk

3. Wellbeing support tailored to diverse student needs, including First Nations, CALD, LBGTQ+, and neurodivergent students.

While the organisation is not responsible for ensuring that students access wellbeing services, AAMC Training Group will actively promote awareness and facilitate referrals where needed.

Student Wellbeing hub
Provides age-appropriate information and resources to support student wellbeing and safety
(No phone number listed)
https://studentwellbeinghub.edu.au

ASK Wellbeing
Offers student wellbeing services through the National Student Wellbeing Program in NSW and QLD
1300 513 088
https://askwellbeing.au

Culturally Inclusive Support

Referral list to culturally appropriate organisations:

- **QLife**
  Support for LGBTQIA+ students, including peer support via phone and webchat
  1800 184 527
  www.qlife.org.au

- **Multicultural Australia**
  Supports culturally and linguistically diverse communities through culturally safe, respectful, and inclusive services.
  07 3337 5400
  https://www.multiculturalaustralia.org.au

- **13YARN**
  24/7 crisis support by Aboriginal and Torres Strait Islander people for Indigenous Australians
  13 92 76
  https://www.13yarn.org.au

- **Youth Off The Streets – First Nations Cultural Support Services**
  Offers culturally appropriate referrals and support services for First Nations young people.
  02 9330 3500
  https://youthoffthestreets.com.au/get-support/cultural-support

Bullying & Harassment

Legislation is in place prohibiting any form of bullying and harassment of fellow students, trainers and other staff. AAMC Training Group has a zero tolerance for bullying and harassing behaviour and will exclude such persons from the training environment. Harassment or discriminatory conduct during class or when interacting with our staff will not be tolerated. This includes rude or disrespectful communication via email, phone calls, and messages.

Bullying and harassment forms part of the **Access and Equity Policy** and more information is available in our **Terms & Conditions**.

Certificates and Statements of Attainment

Once VET students have met the training product requirements, AAMC Training Group issues certification documentation.

Certification documentation is issued within 30 calendar days of the VET student:

- Completing the qualification, or

- Withdrawing after completing one or more units of competency, AND

- Paying all agreed fees for the training product.

A verified Unique Student Identifier (USI) is required before issuance, unless an exception applies.

For qualification and accreditation courses, your official certificate and record of results can be accessed from your Learner Portal, once issued.

Traineeships

There are multiple benefits of employing a trainee. Traineeships can work for those who may have had some industry experience but have not previously completed studies. Whatever the age or experience, there are some real positives, such as:

- Cost of training may be covered by government grants

- Educate candidates to suit specific business systems and approach

- Fresh ideas and knowledge – trainees can bring a different perspective; skill sets and knowledge to the business

- Great retention strategy – trainees have the benefit of completing a qualification, whilst learning on the job.
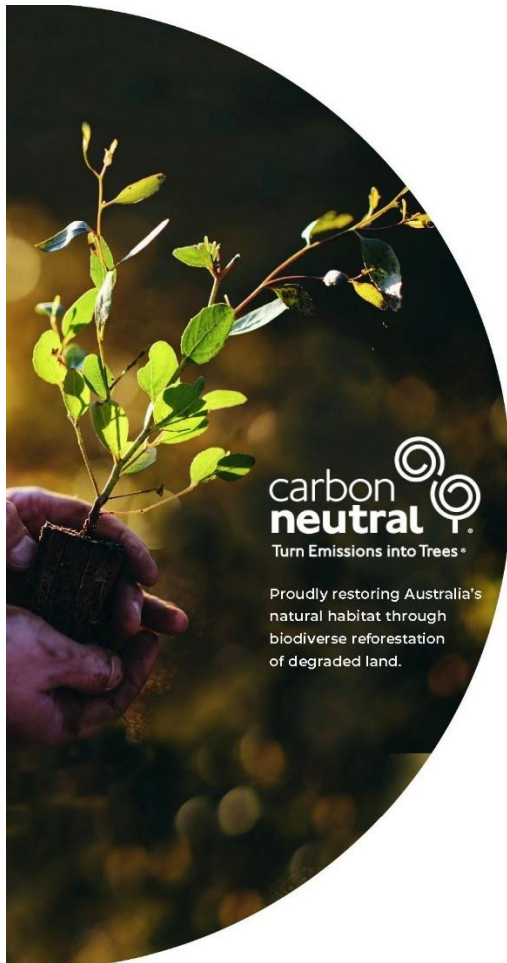
For more information, please contact our Student Support Team.

All traineeships are conducted in accordance with the relevant government framework and AAMC Training Group's **Enrolment Policy**.

Our Commitment to the Environment

At AAMC Training Group, we care about the future of our planet. That's why we run our courses online, use digital resources instead of paper, and support carbon neutral practices. By working this way, we reduce waste, cut down on travel, and keep our environmental impact as low as possible. We also recycle responsibly and support projects that offset our carbon footprint.

We encourage all students to join us by using digital resources wherever possible and adopting sustainable practices in their own learning and workplaces. Together, we can make a positive difference.

carbon neutral
Turn Emissions into Trees ®

Proudly restoring Australia's natural habitat through biodiverse reforestation of degraded land.

This is to recognise

AAMC Training Group

21,000

for cumulatively contributing 21,000
native trees and shrubs
in the *Yarra Yarra Biodiversity Corridor.*

Thank you for supporting biodiverse reforestation and habitat restoration within Australia's largest carbon sink project.

Dr Phil Ireland | Chief Executive Officer

Issue Date: 03 July 2025 | **Period:** 2008 – 2025

Related Policies, Procedures and Forms

This handbook provides a summary of essential student information. For full procedural details, refer to the below policies, available on our website Student Support & Resources | AAMC Training:

- Access and Equity Policy

- Appeals Policy & Procedure

- Assessment Policy

- Complaints Policy & Procedure

- Enrolment Policy

- Issuing Certificates Policy

- LLND Policy

- Plagiarism & Cheating Policy (Student Conduct / Academic Integrity)

- Privacy Policy

- Refund & Fee Protection Policy

- RPL and Credit Transfer Policy & Procedure

- Terms and Conditions

Forms available on request:

- Reasonable Adjustment Request

- Complaints Lodgement

- Appeals Lodgement

- Refund Request

- Course Feedback Survey