

# AMAST Safety & Rescue

Student Handbook



This Student Handbook  
has been prepared for the students of:

**AMAST Safety & Rescue**

A.B.N. 43 619 097 193

A.C.N. 619 097 193

Address: 8 Central Park Drive, Paget QLD 4740

Phone: 07 4966 8007

Email: [enquiries@amast.com.au](mailto:enquiries@amast.com.au)

Web: [www.amast.com.au](http://www.amast.com.au)



## Message from the CEO

Welcome to AMAST Safety & Rescue! We are thrilled to have you join our community of passionate learners dedicated to making a difference in safety and rescue operations.

As a Registered Training Organisation AMAST delivers a comprehensive range of courses designed to equip you with essential skills and knowledge for the workplace and beyond. Our programs cover life-saving techniques, safety management systems, fire safety and emergency response, and effective rescue operations. Each of our courses is led by dedicated trainers who bring a wealth of experience and expertise to the classroom. They are not only skilled professionals, but also passionate educators committed to guiding you through your learning journey.

By participating in these courses, you will enhance your professional capabilities and contribute positively to your community. The skills you acquire will empower you to act decisively in emergencies, ensuring safety for your colleagues and loved ones. We believe that through education and training, you can become a vital asset in promoting safety and rescue practices. Together, we can foster a culture of preparedness and resilience.

Thank you for choosing AMAST Safety & Rescue. We look forward to supporting you on this rewarding journey.

Warm regards,

Darryl Dhu

CEO, AMAST Safety & Rescue



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# Overview

## Overview of AMAST Safety & Rescue

AMAST Safety & Rescue was established in 2017 with a mission to enhance safety and preparedness in various sectors. Since our inception, we have been committed to providing high-quality training and services that empower individuals and organisations to effectively respond to emergencies and ensure workplace safety.

As a Registered Training Organisation (RTO), AMAST offers a comprehensive range of training programs, including rescue, first aid and workplace safety training. Our experienced instructors bring practical knowledge and real-world experience to our training sessions, ensuring that participants gain the confidence and competence needed to act in emergencies. We pride ourselves on fostering a supportive and engaging learning environment that encourages personal and professional growth.

At AMAST Safety & Rescue we are dedicated to supporting our students throughout their learning journey. We offer personalised guidance, allowing our instructors to provide one-on-one support and mentorship, helping students navigate their training and address any questions or concerns. We also provide flexible learning options to accommodate different learning styles and schedules. Students have access to comprehensive training materials and resources, ensuring they have the tools needed to succeed. After course completion, we encourage our students to stay connected for continued learning and professional development.

We understand the importance of fostering strong relationships with our clients. We actively engage with organisations to identify their specific needs and challenges, allowing us to tailor our training programs for maximum effectiveness. Through regular feedback sessions, surveys, and open communication, we collaborate with our clients to uncover continuous improvement opportunities. This commitment to understanding their evolving requirements enables us to enhance our training offerings and stay aligned with industry standards and best practices.

At AMAST Safety & Rescue, we believe that safety is a shared responsibility, and we are dedicated to making a positive impact in our communities and workplaces through education and training. Thank you for being part of our mission to create safer environments.

## Our Trainers

AMAST Safety & Rescue understands the vital role that combining industry experience with academic qualifications plays in delivering high-quality and relevant training programs. Our trainers and assessors bring a wealth of expertise, with many having extensive backgrounds in emergency services, safety management, and specialised rescue operations. They possess significant industry experience alongside their tertiary qualifications, enabling them to create a professional and well-rounded learning environment for participants.

Many of our trainers have held leadership positions in their respective fields, contributing to their deep understanding of industry standards and practices. This diverse experience enhances their ability to connect with participants and address real-world challenges effectively. Our staff are skilled in adapting their teaching methods to suit diverse audiences, employing clear and accessible language to ensure effective communication.



## AMAST Safety & Rescue Courses

### What courses can I study with AMAST Safety & Rescue?

AMAST Safety & Rescue delivers Nationally Recognised training that is aligned to the RII Resources and Infrastructure Industry; PUA12 Public Safety; UE12 Transmission, Distribution & Rail Sector and HLT Health training packages.

AMAST Safety & Rescue offers students accredited training in the following:

| Qualification   |
|---|
| RII30719 Certificate III in Emergency Response and Rescue |

  

| Unit of Competency   |
|--|
| CPPFES2005 Demonstrate first attack firefighting equipment     |
| HLTAID009 Provide cardiopulmonary resuscitation                |
| HLTAID011 Provide first aid                                    |
| HLTAID014 Provide advanced first aid                           |
| HLTAID015 Provide advanced resuscitation and oxygen therapy    |
| HLTAID016 Manage first aid services and resources              |
| HLTPAT010 Collect specimens for drugs of abuse testing         |
| MSMPER200 Work in accordance with an issued permit             |
| MSMPER201 Monitor and control work permits                     |
| MSMPER202 Observe permit work                                  |
| MSMPER300 Issue work permits                                   |
| MSMWHS201 Conduct hazard analysis                              |
| MSMWHS216 Operate breathing apparatus                          |
| MSMWHS217 Gas test atmospheres                                 |
| PUAEME008 Provide pain management                              |
| PUAFER005 Operate as part of an emergency control organisation |
| PUAFER006 Lead an emergency control organisation               |
| PUAFER008 Confine small emergencies in a facility              |
| RIICOM301E Communicate information                             |
| RIIENV301E Conduct atmospheric monitoring                      |
| RIIERR203E Escape from hazardous situations unaided            |
| RIIERR403E Lead rescue teams                                   |
| RIIRIS402E Carry out the risk management process               |



RIIVFH305F Operate and maintain a four wheel drive vehicle

RIIWHS202E Enter and work in a confined space

RIIWHS204E Work safely at heights

RIIWHS301E Conduct safety and health investigations

RIIWHS401E Supervise work in a confined space

UETDRMP018 Perform rescue from a live low voltage panel

### Skill Set

RIISS00034 Surface Coal Mine Safety Skill Set (Standard 11)

### Accredited Courses

22611VIC Course in Awareness of the Australasian Inter-service Incident Management System (AIIMS)

22612VIC Course in the Australasian Inter-service Incident Management System (AIIMS)

### What certification will I receive?

At AMAST Safety & Rescue, students who successfully fulfill the requirements of an accredited training program or complete specific units will receive a qualification or statement of attainment, contingent upon settling any outstanding financial obligations to the organisation. Under these conditions, the certificate will be issued within 30 days after the necessary course documentation is received.

If there are any financial debts, the award may be delayed until the balance is cleared. AMAST Safety & Rescue reserves the right to revoke an award if it was granted in error or based on inaccurate information. In the event of such cancellation, you will be notified in writing and must return the revoked award within 21 days. You have the right to appeal this decision through the CEO.

### How is training delivered?

Due to the practical nature of AMAST Safety & Rescue's training scope all training courses with AMAST Safety & Rescue are delivered through face to face classroom training.

### What are the prerequisites?

Prerequisites are specific to individual courses. Please consult the course outline of your chosen course for prerequisite information. More information can be found on our website [www.amast.com.au](http://www.amast.com.au)



## How do I enrol?

*Before you enrol in any training program with AMAST Safety & Rescue, you should take the time to read and understand this student handbook to ensure that you understand your responsibilities as a student.*

To enrol in a course with AMAST Safety & Rescue, students can initiate the process either by phone or through online enrolment on our website.

Once the enrolment request is received, AMAST will provide clear and accurate information to help students make informed decisions about their chosen path of study. This includes details about the course structure, requirements such as prerequisites, and any additional resources available to support their learning journey.

We encourage students to reach out with any questions during this process to ensure they have all the information they need.

## Enrolment Eligibility

To ensure a successful training experience, prospective students of AMAST Safety & Rescue must meet specific entry requirements for certain courses, particularly those with practical components. These requirements are designed to ensure that all participants possess the necessary skills and knowledge to engage effectively in the training.

For comprehensive information regarding course eligibility and specific entry requirements, we encourage students to visit our website or contact our office directly. Our dedicated team is available to provide guidance and address any questions related to the enrolment process. We are committed to preparing all students for a rewarding training experience at AMAST.



# Code of Conduct

At AMAST Safety & Rescue, we are committed to fostering a culture of cooperation and mutual respect in all our interactions, both internally and externally. Our aim is to provide high-quality professional training and assessment services. We expect all students to uphold these values, contributing to a positive learning environment and demonstrating respect for instructors and peers.

## Expectations for Students

Students are required to exhibit conduct that reflects professionalism and respect. This includes:

- Engaging constructively with trainers and fellow students
- Adhering to class guidelines and instructions
- Maintaining a focus on learning and skill development.

## Disciplinary Actions

AMAST Management empowers trainers and staff to address any behaviour that disrupts the learning process. Actions may include:

- Issuing a warning regarding inappropriate behaviour
- Requesting a student to leave the class without refund or transfer to another course
- Cancelling the class if necessary.

## Right to Appeal

Students have the right to contest any disciplinary actions taken against them. To initiate an appeal, students should follow the AMAST Safety & Rescue complaint procedure, which ensures that all concerns are addressed fairly and promptly.

## Professional Standards for Staff

AMAST staff are expected to maintain a professional and ethical relationship with all colleagues and students. Any breaches of conduct will be discussed between the involved trainer and AMAST Management, leading to appropriate corrective actions.

## Conclusion

By adhering to this Code of Conduct, we create a respectful and effective learning environment for everyone. Let's work together to uphold these standards and make AMAST Safety & Rescue a place of excellence in training and assessment.



# Privacy

## Privacy Policy

At AMAST Safety & Rescue, we prioritise the privacy of our students and are committed to maintaining the highest standards of confidentiality in all aspects of our operations. This policy outlines how we collect, use, and protect student information.

### Commitment to Privacy

AMAST recognises the importance of safeguarding student privacy and ensures that all personnel, including external parties acting on behalf of AMAST, are informed about our privacy procedures and policies before they begin their work with us.

### Compliance with Legislation

AMAST adheres to all relevant legislative requirements, including the Privacy Act 1988 and The Australian Privacy Principles. We are dedicated to ensuring that student information is handled in compliance with these laws.

### Disclosure of Information

We will not disclose any student information without the student's explicit consent, except when required by law or in accordance with the Standards for RTOs 2015.

### Consent Requirements

- Written consent from the student is required for the disclosure of information
- For students under the age of 18, written consent must be obtained from a parent or guardian.

All consent forms and correspondence regarding the disclosure of information will be securely recorded and stored.

### Security Measures

AMAST implements appropriate security measures to protect student information from unauthorised access, use, or disclosure. We regularly review our practices to ensure the highest level of data protection.

### Contact Information

For any questions regarding this Privacy Policy or to request further information about how we manage student data, please contact our office.

By enrolling at AMAST Safety & Rescue, students acknowledge and agree to this Privacy Policy. We are dedicated to maintaining the trust of our students and ensuring their privacy is respected at all times.



## Privacy Principles

AMAST Safety & Rescue adheres to the following Privacy Principles in compliance with the Australian Privacy Act 1988 and the Australian Privacy Principles (APPs):

### Collection

AMAST Safety & Rescue will only collect personal information that is necessary for specific operations. Students will be informed about the purpose of data collection at the time of collection.

### Use and disclosure

AMAST Safety & Rescue will ensure that students' personal information is not used or disclosed for secondary purposes without explicit consent unless a permitted exception under the Privacy Act applies.

### Data quality

AMAST Safety & Rescue will take reasonable steps to ensure that personal information collected, used, or disclosed is accurate, up-to-date, and complete.

### Data security

AMAST Safety & Rescue will implement reasonable security measures to protect students' personal information from misuse, loss, or unauthorised access. This includes secure storage and handling of data.

### Openness

AMAST Safety & Rescue will maintain documentation detailing how students' personal information is collected, managed, and used. Upon request, students will be informed about the information held, its purpose, and the processes governing its collection and use.

### Access and correction

AMAST Safety & Rescue will provide students access to their personal information, except in circumstances where access is legally restricted. If a student identifies inaccuracies, AMAST will promptly correct and update the information.

### Unique identifiers

AMAST Safety & Rescue will not assign unique identifiers to students except when necessary for operational efficiency. Government-issued identifiers, such as Medicare numbers or Tax File Numbers, will only be used for their intended purposes.

### Anonymity

Wherever possible, AMAST Safety & Rescue will allow individuals to interact anonymously or using a pseudonym, especially in contexts where it is lawful and practicable.

### Trans-border data flows

AMAST Safety & Rescue privacy protection principles apply to the transfer of data throughout Australia.

### Sensitive information

AMAST Safety & Rescue will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a student's health, disability status, criminal record, racial or ethnic background.



# Records

At AMAST Safety & Rescue, we prioritise the integrity and confidentiality of our records management systems. Our comprehensive approach is designed to ensure that all documentation is accurate, current, and securely maintained, in full compliance with relevant legislation.

We adhere to strict protocols for data collection and storage, which are outlined in this handbook. Our record management procedures not only support the seamless operation of our programs but also play a vital role in our commitment to continuous improvement. By meticulously maintaining records that demonstrate our compliance with essential registration standards, we uphold the highest levels of accountability and transparency.

This system not only protects sensitive information obtained from students, committees, and partner organisations but also fosters a culture of excellence within AMAST Safety & Rescue. We are dedicated to creating a safe and effective learning environment, and robust record keeping is fundamental to this mission.

## Record keeping procedures

Upon enrolment, student details will be systematically entered into AMAST Safety & Rescue's secure database, initiating the creation of an individual student file. This file serves as a comprehensive record for all relevant information pertaining to each student throughout their studies. Documents for currently enrolled students are securely stored and managed by AMAST Safety & Rescue staff, ensuring compliance with our training records policy.

AMAST Safety & Rescue is committed to retaining client records for a minimum of thirty (30) years. These records encompass:

- Records of assessment results
- Records of attainment of units of competency and qualifications
- Copies of certificates and statements of attainment
- Student enrolments
- Fees paid and refunds given

In addition, AMAST Safety & Rescue will maintain detailed staff profiles that include qualifications, industry experience, and other documentation essential for the development, implementation, and maintenance of our quality assurance system. This rigorous record-keeping approach underscores our commitment to maintaining the highest standards of compliance and excellence in training delivery.

## Completed assessments

All assessments submitted by students will be retained for a minimum duration of six (6) months. Upon the conclusion of this period, the assessments will be scanned and stored electronically for a total of thirty (30) years. The electronic records will be maintained using AVETMISS-compliant software, with access restricted through a password protection system.



## Results of assessment records

Student assessment results will be recorded electronically in the AMAST Safety & Rescue database system and retained for thirty (30) years. This data will support the generation of annual competency completion reports and AVETMISS reports as required. It will also facilitate the re-issuance of testamurs upon request.

Each issued testamur will be saved in Adobe PDF format, ensuring easy access for reprinting within the thirty (30) year retention period. This method guarantees the accurate reproduction of the original format, design, signature, date, and units of competency, promoting efficiency and cost-effectiveness.

## AVETMISS Reporting

AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard that ensures consistent and accurate capture and reporting of VET information about students. The National Centre for Vocational Education Research (NCVER) is the custodian of the standard.

AMAST Safety & Rescue submits AVETMISS reports to NCVER annually. These reports include all student and training data including:

- age, sex and other demographic information
- Indigenous and disability information
- geographic location
- type of provider (for example, government or private)
- location of training delivery
- enrolments in units of competency, as part of a qualification, and modules as part of courses
- how it was studied (for example, classroom, workplace or online)
- how it was funded
- the results obtained for unit/module (outcome)

This reporting is made under the authority of the Data Provision Requirements that are established by agreement of Training Ministers across Australia under the National Vocational Education and Training Regulator Act 2011.

## Access to Records

AMAST Safety & Rescue has implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary.

## Access to Student Records

AMAST Safety & Rescue has a record management system that ensures students can access accurate information about their educational progress in a timely manner. Employee responsibilities for record-keeping are clearly defined and monitored for continuous improvement.

Access to individual student training records is limited to:

- Trainers and Assessors: For updating records of students they instruct
- Management Staff: As needed for operational efficiency



- ASQA Officers or Representatives: For compliance activities.

Trainers and assessors maintain accurate records of each student's progress and competency achievements, entered into the AMAST Safety & Rescue database during or immediately after training and assessment.

## **Student Access to Records**

Students have the right to request information regarding their individual records and to access these records. AMAST administrative staff are available to facilitate these requests. Additionally, students may request a hard copy of their individual file, which can be provided as a printout from the data management system.

We encourage you to contact the AMAST office or the training manager at any time to request access to your records.



# Feedback

## Student Feedback

AMAST Safety & Rescue requests all students complete a confidential feedback form at the completion of training. We also encourage student to provide feedback at any time throughout their learning experience with us. If you have any suggestions for improvement, please see a staff member to assist.

Student feedback is crucial for fostering an effective learning environment. It enhances learning experiences by helping us understand what works well and what can be improved, while also identifying specific areas for refinement in our courses, practices and training methods.

Your voice matters, and by providing feedback, you play an essential role in shaping the quality of education at AMAST Safety & Rescue. We encourage your active participation to help us create the best possible learning environment for all students.

## Unique Student Identifier (USI)

AMAST Safety & Rescue is committed to complying with the Student Identifiers Act 2014, which mandates that all new and continuing students receive a Unique Student Identifier (USI). The USI is a requirement under Commonwealth legislation and is essential for the registration of training organisations.

- A VET qualification or statement of attainment will only be issued by AMAST Safety & Rescue if the student has provided a valid Unique Student Identifier
- AMAST Safety & Rescue will not include the USI on any Testamurs
- AMAST Safety & Rescue will collect the USI from students only after obtaining their consent, and all information will be handled with strict confidentiality
- Student Identifiers will be stored in the student's files and within the student management system.

## What is USI?

A USI is your individual education number for life. It also gives you an online record of your vocational education and training (VET) undertaken in Australia.

The USI helps maintain a comprehensive record of a students training history, which is essential for future employment and further education opportunities.

## Is USI Mandatory?

All students must obtain a USI prior to enrolling into any nationally recognised training. This will ensure that all training records are accurately linked to the individual student.

## How to obtain a USI

Students can apply for a USI online at [www.usi.gov.au](http://www.usi.gov.au).



## Providing USI

Once a student has obtained their USI, they must provide it during the enrolment process into any nationally recognised training course with AMAST Safety & Rescue.

# Student Services and Support

## Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

### Purpose

AMAST Safety & Rescue is committed to providing a safe and supportive environment for all students, staff, and visitors. This policy outlines our commitment to preventing harassment and discrimination in accordance with Australian and Queensland law.

### Scope

This policy applies to all students, staff, contractors, and visitors of AMAST Safety & Rescue.

### Definitions

**Harassment:** Unwelcome behaviour that offends, intimidates, or humiliates a person, including but not limited to bullying, sexual harassment, and any conduct that creates a hostile environment.

**Discrimination:** Unfair treatment of a person based on characteristics such as age, gender, race, disability, sexual orientation, religion, or any other attribute protected under Australian law.

**Bullying:** Unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours, isolating or ignoring a person, putting people under unnecessary pressure and sabotaging someone's work or their ability to complete their work.

### Legal Framework

This policy adheres to the following Australian laws and regulations:

- Fair Work Act 2009
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Anti-Discrimination Act 1991

### Policy Statement

AMAST Safety & Rescue prohibits all forms of harassment and discrimination. We strive to foster an inclusive environment where everyone is treated with respect and dignity.



## Responsibilities

**Students and Staff:** Must treat others with respect and report any incidents of harassment or discrimination.

**Management:** Must ensure that this policy is communicated effectively, and that appropriate training is provided.

## Reporting Procedures

In the event that a person considers that they have been or are being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender.

In instances where the person is not comfortable discussing the matter with the offending party, then it should be reported to the trainer, or other AMAST staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff member to follow AMAST Safety & Rescue policy and procedures to rectify the situation.

The following principles and processes are implemented by AMAST Safety & Rescue to achieve a working and learning environment that is free from harassment and discrimination:

- It is the right of all staff and student's to work and study in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by AMAST Safety & Rescue.
- When AMAST management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained
- It is the intention of AMAST management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from AMAST management
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted

Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution

**Internal Reporting:** Students and staff should report incidents to their immediate supervisor or the AMAST Safety & Rescue Trainer or Office Manager.

**External Reporting:** Complaints can also be made to external bodies such as the Australian Human Rights Commission or relevant state authorities.

## Investigation Procedures

- All reports shall be documented and an AMAST Safety & Rescue Incident Report outlining the details of the incident should be completed.



- All reported incidents will be investigated promptly and fairly
- The process will be confidential, and all parties involved will be treated with respect
- Retaliation against anyone who reports harassment or discrimination is strictly prohibited.

### **Consequences of Violations**

Violations of this policy may result in disciplinary action, including but not limited to:

- Counselling
- Suspension
- Expulsion
- Termination of employment.

### **Support Services**

AMAST Safety & Rescue provides access to support services for individuals affected by harassment or discrimination, including counselling and mediation services.

### **Review and Monitoring**

This policy will be reviewed annually and updated as necessary to ensure compliance with Australian laws and to reflect best practices.

### **Conclusion**

AMAST Safety & Rescue is dedicated to maintaining a learning and working environment free from harassment and discrimination. We encourage all students and staff to uphold this commitment and to report any concerns they may have.



## Student Protection

It is the intention of the CEO of AMAST Safety & Rescue that all students will receive the full training services paid for at all times, including but not limited to training and assessment, assessment only, recognition of prior learning or short courses. The continuous improvement and quality management practices employed by AMAST Safety & Rescue CEO and staff are designed to proactively identify any anomaly that might cause a business interruption or training failure and address this situation before any students are affected.

The corporate structure, governance and financial management systems and processes guarantee the training for students enrolled with AMAST Safety & Rescue. This guarantee in no way ensures a successful qualification outcome. AMAST Safety & Rescue will work with the affected students to ensure their rights are protected. This may include but is not limited to:

- A pro-rata refund of course fees
- Facilitating the transfer of the student's study to another suitable RTO



## Client Focus

AMAST Safety & Rescue is committed to delivering high quality services that support students throughout their training and assessment. This commitment is based on a client focused operation that produces the best possible outcome for students. AMAST Safety & Rescue will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with AMAST Safety & Rescue receive every opportunity to successfully complete their chosen training program. AMAST Safety & Rescue will provide students with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

AMAST takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation, they will be referred to an appropriate service or an alternate training organisation.

## Student Advice

AMAST Safety & Rescue delivers specialised training and assessment services<sup>1</sup>. As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in. AMAST Safety & Rescue has in place a process, and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

### In summary, AMAST Safety & Rescue will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment and training materials to meet the needs of a variety of individual students
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format
- Information to assist students in planning their pathway from school or the community to vocational education and training

While AMAST Safety & Rescue guarantees that all students will receive the full training services paid for, it does not guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of AMAST Safety & Rescue.

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<sup>1</sup> Services include:

- (a) Pre-enrolment materials;
- (b) Study support and study skills programs;
- (c) Language, Literacy and Numeracy (LLN) programs or referrals to these programs;
- (d) Equipment, resources and/or programs to increase access for students with disabilities;
- (e) Learning resource centres;
- (f) Mediation services or referrals to these services;
- (g) Flexible scheduling and delivery of training and assessment;
- (h) Counselling services or referrals to these services;
- (i) Learning materials in alternative formats, for example, in large print; and
- (j) Learning and assessment programs customised to the workplace.



## Student Information Policy

AMAST Safety & Rescue will provide all relevant information and directions to each student prior to enrolment to enable the student to make informed decisions about undertaking training with AMAST Safety & Rescue. This information will be clear and readily available in print or referral to an electronic copy. This will include details required to source the AMAST Safety & Rescue student handbook, available as PDF document on AMAST website: [www.amast.com.au](http://www.amast.com.au)

AMAST Safety & Rescue will provide the following information specific to each student:

- the code, title and currency of the AQF qualification, skill set or VET course to which the student is to be enrolled, as published on the National Register the services the RTO will provide to the student including the:
  - estimated duration of the services
  - expected locations at which the services will be provided
  - expected modes of delivery
  - name and contact details of any subcontractor which will provide training and assessment to the student
- the student's obligations including any requirements that AMAST Safety & Rescue requires the student to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course
- any materials and equipment that the student must provide; the educational and support services available to the student

Where there are any changes to agreed services, AMAST Safety & Rescue will advise the student in writing and with a follow-up telephone call as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.



## Student Selection and Enrolment Procedure

### Student Selection

Enrolment and admission into some AMAST training programs is subject to meeting certain prerequisite conditions and/or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, AMAST Safety & Rescue staff will endeavour to assist them in understanding their options in regard to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or AMAST management.

### Enrolment

The enrolment procedure commences when a student contacts AMAST Safety & Rescue expressing interest in a training program(s). AMAST staff will respond by dispatching by suitable means an enrolment form, student handbook, literature on the program(s) being considered and any other documentation which may be relevant.

Enrolment applications will then be assessed to ensure that the student meets any prerequisites and/or entry requirements that have been set for the selected course. Students will be informed of successful enrolment and sent information on the course. Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact AMAST Safety & Rescue to discuss their training needs and alternative opportunities.

### Pre-course Letter

As an additional support to enrolling students, AMAST Safety & Rescue will send a pre-course letter to the student prior to the commencement of training. Information includes the time, date and location of training, the resources the student should bring to the course and overview of the units of competency to be studied and the format/style of training to be provided.

### Pre-enrolment Questionnaire

A pre-enrolment questionnaire is provided to each student enrolling in a qualification. Questions are designed to identify the student's needs, so AMAST staff members can evaluate any requirements the student may have to improve his/her learning experience and outcome.

The designated AMAST staff member will receive and assess each student's pre-enrolment questionnaire. Based on the information in the checklist, the enrolment form, interview and any other relevant correspondence and conversation, AMAST staff and management may offer additional support. Examples of the support services may include:

- Study support and study skills programs
- Language, literacy and numeracy (LL&N) programs or referrals to appropriate programs
- Equipment, resources and/or programs to increase access for students with disabilities
- Learning resource centres
- Mediation services or referral to appropriate services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referral to appropriate services
- Learning materials in alternative formats i.e. large print
- Learning and assessment programs customised to the workplace



## Student Support

AMAST Safety & Rescue will assist all students in their efforts to complete training programs by all methods available and reasonable. The AMAST Safety & Rescue Student Handbook advises students that they can contact their trainer or the training manager if they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of AMAST Safety & Rescue to assist them in achieving the required level of competency in all nationally recognised units of competency.

If a student is experiencing personal difficulties, the trainer and assessor will encourage the student to contact AMAST Training Manager, who will provide discreet, personalised and confidential assistance according to the nature of the difficulties. If issues are impacting the student's study, course deferral may be discussed.

In the event that a student's needs exceed the capacity of the support services AMAST Safety & Rescue can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. AMAST staff members will assist students to source appropriate support.

Examples of specialist support agencies AMAST has a relationship with and may engage:

|                             |  |
|-----------------------------|--|
| <b>Workplace Wellbeing</b>  | Hunterlink National<br>Phone: 1800 554 654<br><a href="https://hunterlink.org.au/">https://hunterlink.org.au/</a>  |
| <b>Reach Out</b>            | Reach Out helps supports people with issues such as drug taking, alcohol or gambling or gaming addiction<br><a href="http://au.reachout.com/tough-times/addiction">http://au.reachout.com/tough-times/addiction</a>  |
| <b>Counselling Online</b>   | Counselling Online is a free 24/7 drug and alcohol counselling service in Australia that supports people affected by alcohol and other drugs. For phone contacts in all Australian States refer to:<br><a href="https://www.counsellingonline.org.au/">https://www.counsellingonline.org.au/</a>                                   |
| <b>Head Space</b>           | eheadspace is an online and telephone service which supports young people and their families going through a tough time. It is specifically targeted at those aged between 12 and 25.<br>Phone: 1800 650 890 (available from 9am – 1am 7 days a week)<br><a href="http://www.eheadspace.org.au/">http://www.eheadspace.org.au/</a> |
| <b>Counselling services</b> | Referral to appropriate 24/7 services such as:<br><br>Beyond Blue<br>Phone: 1300224636<br><a href="http://www.beyondblue.org.au">http://www.beyondblue.org.au</a>  |



|   |   |
|---|---|
|   | <p>Lifeline</p> <p>Phone: 131114</p> <p><a href="http://www.lifeline.org.au">http://www.lifeline.org.au</a></p>   |
| <b>Reading and Writing Hotline</b>                          | <p>Phone: 1300 655 506</p> <p><a href="http://www.readingwritinghotline.edu.au/information-and-advice">www.readingwritinghotline.edu.au/information-and-advice</a></p> <p>There are also numerous adult reading/writing apps for smart phones/tablets aimed at supporting literacy.</p> |
| <b>LLN Training Courses provided by local TAFE Colleges</b> | <p>These institutes have specialist LLN Teachers to support individual participants own level of development and can be accessed via a Google Search of local TAFEs and course availability.</p>  |

### Flexible Delivery and Assessment Procedures

AMAST Safety & Rescue recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of AMAST respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include, but are not limited to; having a trainer read assessment materials to students, having a student’s spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

AMAST staff will pursue any reasonable means within their ability to Assist students in achieving the required competency standards. In the event that a student’s needs exceed the capacity of the support services AMAST Safety & Rescue can offer, they will be referred to an appropriate external agency.

### Reasonable Adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions (and/or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and/or individual being assessed; otherwise comparability of standards will be compromised.



## Access and Equity

AMAST Safety & Rescue is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. AMAST Safety & Rescue ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. AMAST will address access and equity matters as a nominated part of operational duties.

If a student identifies with one or more of the following priority groups, he/she may be able to receive additional assistance:

- Aboriginal and/or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability
- People with a disability
- Women and girls who are returning to education and training
- Women and girls who are seeking training opportunities in non-traditional roles
- Young people aged 15 to 25
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy and numeracy needs
- Mature aged workers who require up skilling
- Long term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds
- People who speak a language other than English

AMAST Safety & Rescue has developed a quality management and operational framework to guide and inform all staff and students in their obligations regarding access and equity. Upon induction into AMAST Safety & Rescue, all staff is provided with copies of the policies which they must adhere to throughout all their operations as an AMAST staff member. Students are made aware of the access and equity policy via the AMAST Safety & Rescue student handbook and informed of their rights to receive access and equity support and to request further information.

AMAST Safety & Rescue access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any student who meets AMAST Safety & Rescue entry requirements will be accepted into any training programs. If any student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to AMAST's management for consultation.



## Language, Literacy and Numeracy Assistance

AMAST Safety & Rescue course information and learning materials contain written documentation and in some cases, numerical calculations.

AMAST recognises that not all students will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by AMAST staff or requested by a student, a language, literacy and numeracy test will be provided to assess the student's ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

AMAST will endeavour to provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of AMAST staff to assist, the student will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program.



# Fee Information

## Fees and Charges

AMAST Safety & Rescue operates predominately as a 'fee for service' training business. This means all training programs attract fees. All fees will be paid in accordance with the fee structure unless prior arrangements are made with AMAST management.

Fee information is available via:

- AMAST website
- AMAST program brochures
- AMAST promotional material
- Direct email from AMAST

Each of these information streams clearly identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees, and will be updated regularly so that both AMAST Safety & Rescue and our clients will be protected.

AMAST Safety & Rescue will provide the following fee information, to each student:

- a. The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- b. Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- c. The nature of the Student Protection offered by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- d. The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- e. The RTO's refund policy.

## Fee Structure

### Qualifications

#### Fee for Service Students

Each qualification offered by AMAST Safety & Rescue has a specific course fee. The course fee is the maximum fee that may be charged to the student for their selected training program.

Our policy of a staged, progressive payment schedule is intended to provide fair and equitable training and assessment service. The student will pay for training and assessment services as they are provided.

It is AMAST Safety & Rescue's policy that the course fee will be all-inclusive. Students will not be 'surprised' by unexpected requirements, fees or expenses.

Where additional resources normally associated with a program of study are required (for example; reference material, research documents, own computer) students would be clearly advised of exactly what is required in the student study guide for that program.



## Payment Schedule

AMAST Safety & Rescue's policy is to make taking part in quality training and assessment accessible and affordable. Our payment schedule asks students to make payments across the duration of the training program in totals reflecting the qualification module costs.

As a simple and obvious means to keep track of the student's payments, the payment schedule is structured around the face to face training days.

## Payment in Advance

Students will be asked to pay \$250 in advance. This payment confirms their enrolment in the course.

**Course:** RII30719 Certificate III in Emergency Response and Rescue

**Fee:** \$5,500

**Duration:** 3 – 6 months

AMAST Safety & Rescue has developed a payment schedule that extends across the duration of the training program. A total of five (5) payments will be scheduled across the duration of the training program.

The amount of each payment will be divided as the following course fees.

Deposit: \$250.00

First Aid Suite: \$750.00

Breathing Apparatus and Firefighting module: \$1300.00

Road Crash Rescue module: \$1600.00

Vertical Rescue module: \$1600.00

Confined Space Rescue module: Any remaining balance of \$5500.00 total cost for qualification

## Recognition of Prior Learning (RPL)

**Fee:** \$2,750

AMAST Safety & Rescue has developed a payment schedule for RPL that will not ask for more than \$1500 at any time prior to the service being delivered.

RPL enrolment and application completed \$500

RPL applicant collates, prepares and submits their RPL evidence \$500

ASSI assessor assesses the evidence and provides feedback \$1,000

RPL assessment completed and (where applicable) certification issued \$750

**Duration:** 3 weeks

To ensure fluid and seamless administration, AMAST Safety & Rescue will discuss a payment method with the student. They may choose:

- Scheduled direct debit
- Schedule credit card payment
- BPAY transfer
- Or similar



After paying \$250 in advance to secure their place, students will be asked to make a payment on the first scheduled face to face training day.

At this point the students will have:

- Taken part in the pre-enrolment questionnaire
- Completed the enrolment form
- Provided their USI
- Received their pre-course letter.

The students will be provided with:

- The first training day of the course
- The course study guides
- Student study schedule
- The first set of assessments and
- Other relevant support materials.

The payment schedule used by AMAST Safety & Rescue ensures students receive the training and assessment services they have paid for.

### **Corporate Clients**

AMAST Safety & Rescue operates with a number of corporate clients. This means the employer or agency will manage the payment in negotiation with AMAST Safety & Rescue.

The payment schedule for corporate clients will be negotiated individually with each client and be invoiced in arrears.

### **Short courses**

#### **Fee for Service Students**

Each qualification offered by AMAST Safety & Rescue has a specific course fee. The course fee is the maximum fee that may be charged to the student for their selected training program.

It is AMAST Safety & Rescue's policy that the course fee will be all-inclusive. Students will not be 'surprised' by unexpected requirements, fees or expenses.

Courses not requiring specific pre-requisites or specialised training and/or equipment will have their course cost advertised on the AMAST website.

Enquiries into course fees can also be made through the AMAST website or by direct contact.

#### **Payment required in advance**

A deposit of 50% of the total course fee is required from each student.

#### **Payment balance**

The remaining 50% is to be at commencement of training.

#### **Corporate clients**

AMAST Safety & Rescue operates with a number of corporate clients. This means the employer or agency will manage the payment in negotiation with AMAST Safety & Rescue. An invoice will be raised within fourteen (14) days of the commencement of the course.



### **Program fees**

Per negotiation with the employer and AMAST Safety & Rescue the course fee will be paid.

### **Payment balance**

Invoiced in arrears to the employer at completion of the training program.

### **Other Fees**

#### **Fee for Service and Corporate Clients**

##### **Enrolment fee**

No enrolment fee is applicable.

##### **Withdrawal fee**

No withdrawal fee is applicable. Cancellation fees may be charged to Corporate Clients for short notice cancellations. This will be negotiated with each client.

##### **Re-submit fee**

No re-submit fee applies.

##### **Re-assessment fee**

No re-assessment fee applies.

##### **Produce partial completion statement of attainment**

No fee applies to produce a statement of attainment when the student has partially completed the training program and must withdraw.



## Re-print certification

Where the student requests a new copy of his/her certification, the following fees apply:

|   |                   |
|---|-------------------|
| Statement of attainment (digital)                               | \$15.00 incl. GST |
| Statement of attainment (digital and hardcopy)                  | \$30.00 incl. GST |
| Qualification (with academic transcript - digital)              | \$30.00 incl. GST |
| Qualification (with academic transcript - digital and hardcopy) | \$50.00 incl. GST |

## Methods of payment

Students may make payments to AMAST Safety & Rescue by any of the following means:

- Cash
- EFTPOS
- Credit Card (MasterCard and VISA only)
- Direct Deposit
- EzyPay

## GST

All Nationally Recognised Qualifications, Accredited Courses and Units of Competency delivered by AMAST Safety & Rescue are GST Free in accordance with the Australian Taxation Office GST Rulings GSTR 2000/27, GSTR 2001/1 and GSTR 2003/1.

## Payment Receipts

A tax invoice/receipt will be issued for all payments.

## Refunds

AMAST Safety & Rescue will protect fees paid in advance and has a fair and reasonable refund policy.

Information provided prior to enrolment or the commencement of training and assessment, whichever comes first, specifies the student's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the student's right to obtain a refund for services not provided by AMAST Safety & Rescue in the event the:

- Arrangement is terminated early, or
- AMAST Safety & Rescue fails to provide the agreed services.

## Refund – prior to commencing training – qualifications and short courses

An application for a refund is addressed according to the amount of notice given by the person making the request:

- 14 days prior to the commencement of the course – 100% refund
- Between 13 days and 7 days prior to the course - 75% refund
- Between 6 days and the commencement of the course – 50% refund



## **Refund – after training has commenced - qualifications**

A student may ask for a refund of the most recent scheduled payment. AMAST Safety & Rescue will refund 100% of the most recent scheduled payment.

For example:

*A student has made their scheduled payments up to and including Payment 5 and taken part in the training and assessment delivered at that point in the course.*

*After completing the face to face training day that coincides with Payment 5, the student approaches an AMAST Safety & Rescue representative and asks for a refund.*

*The refund will be 100% of the most recent scheduled payment made.*

*A 100% refund will be made to the student within 48 hours.*

AMAST Safety & Rescue will encourage the student to return to the training program in the future.

## **Refund – short courses**

An application for a refund is addressed according to the amount of notice given by the person making the request:

- 14 days prior to the commencement of the course – 100% refund
- Between 13 days and 7 days prior to the course - 75% refund
- Between 6 days and the commencement of the course – 50% refund

No refund will be made once the student has commenced the training program. The student may discuss the option to return to the same course at a future date with AMAST Safety & Rescue.

## **Corporate clients**

Any refund of course fees will be negotiated between AMAST Safety & Rescue and the employer or agency. A fair and equitable refund policy will apply.

## **Protecting fees**

AMAST Safety & Rescue will ensure that student's prepaid fees (including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course) are protected in an appropriate manner.

Student's training is further protected by AMAST Safety & Rescue's financial management policy and procedure.

AMAST Safety & Rescue will not collect more than \$1500 in advance and will take progressive payments that are proportionate to the training services provided. The payment schedules outlined above support this policy.

## **Third Party Training**

Where applicable, AMAST Safety & Rescue's Student Protection extends to training partners and training conducted by a third party on behalf of the RTO.



# Training and Assessment

AMAST Safety & Rescue is committed to delivering high quality training and assessment services that exceed the expectations of their students. To ensure this, AMAST has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. In order to provide high quality outcomes to their clients and students, AMAST Safety & Rescue ensures that strategies for training and assessment are developed with effective consultation with industry and stakeholders.

## Principles of Training and Assessment

Training and assessment strategies developed by AMAST Safety & Rescue will adhere to the following principles:

- Training and assessment strategies are developed for each qualification/unit of competency that will be delivered and assessed
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups
- Training and assessment strategies will be validated annually through the internal review procedures

AMAST Safety & Rescue will apply the Principles of Assessment and the Rules of Evidence.

## Principles of assessment

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

### Fair

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. This includes adjustment in recognition of prior learning. It requires clear communication between the assessor and the student to ensure that the student is fully informed about, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

### Flexible

To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the student; and support continuous competency development.



## Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills and knowledge that are essential to competent performance
- Assessment tasks and methods must match the assessment requirements
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

## Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results are consistent with assessment outcomes. It requires a system designed to minimise variation between assessors which can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies).

## Rules of evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current

## Valid

- Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:
- Assessment against the units of competency must cover the broad range of skills and knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Evidence must directly relate to the competency being assessed
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

## Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The quantity of evidence required may vary between students. The specific evidence requirements of each unit of competency provide advice on sufficiency.



## **Authentic**

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work. Although this may be challenging in relation to distance training and online methods this does not remove the responsibility of the assessor to verify the identity of the student.

## **Current**

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past. Currency is a risk to be considered in recognition of prior learning. Interpretation of currency may also vary across industries.

## **Assessment Policy**

AMAST Safety & Rescue acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL) for each qualification and unit of competence, the CEO will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to students
- Assessment complies with AMAST's access and equity policy
- All students have access to re-assessment on appeal

AMAST Safety & Rescue implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. AMAST Safety & Rescue recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.



## Connecting Training and Assessment with Industry

### Industry Engagement

*“Training and assessment practices are relevant to the needs of industry and informed by industry engagement.”*

All aspects of AMAST’s training and assessment are informed by meaningful industry engagement. To maximise the outcomes for students, AMAST Safety & Rescue ensures that every opportunity to connect training and assessment with the workplace is utilised. Opportunities will be developed in consultation with the relevant industry personnel and responsibilities clearly communicated to all involved.

To identify a range of delivery and assessment methods that meet a variety of needs, an ongoing schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relating to the development and ongoing review of assessment strategies.

AMAST Safety & Rescue will:

- Involve industry personnel in planning training programs, where they are relevant to the training and assessment program
- Ensure that the training and assessment program makes full use of opportunities presented by industry
- Consult with industry personnel in the development of workplace training and assessment processes
- Monitor the student’s progress

Information from industry stakeholders is used to continuously improve training and assessment. A number of programs that engage employers or other stakeholders who contribute to each student’s training, assessment and support services to meet their individual needs are available. In addition, AMAST Safety & Rescue utilises industry engagement to inform the currency of trainers and assessors industry skills.

### Apprenticeships and Traineeships

At this time AMAST Safety & Rescue will not seek apply for government funding or enter into government incentive schemes. AMAST Safety & Rescue CEO may take the decision to change this policy in the future.



# Recognising Qualifications and Prior Learning

## Unique Student Identifier

The [Unique Student Identifier \(USI\) scheme](#) allows students to access a single online record of their VET achievements. The online system provides each student with a USI and allows for reliable confirmation of these achievements by employers and other RTO's. The USI scheme will provide a national online authenticated record of student's training attainment and will serve as a building block for a range of vocational education and training reforms. Over time, the ability of students to access and share their training records will make enrolment processes more efficient for training providers and students.

AMAST Safety & Rescue will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or AMAST applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation AMAST will ensure that student's USI's are applied for or verified at the time of enrolment. AMAST Safety & Rescue will protect the security of all information related to USI's.

Security measures are in place to protect both digital and hard-copy records from loss, damage or unauthorised access. AMAST stores paper based records in a secure location only accessible to AMAST Staff. Digital records are backed up on a remote server. All AQF certification documentation issued by AMAST is kept for 30 years.

When reporting data about the training, each record of nationally recognised training that is provided to the national centre for vocational education research (NCVER) national VET provider collection will have a USI attached. This USI will be used to draw down on this data collection in real time. This means that, in the future, students will be able to draw down a record of their VET achievements from one place. They can view this online or they can use the data to develop a transcript that they can attach to a job application, for example.

The USI will be increasingly useful for AMAST Safety & Rescue when the data builds, AMAST Safety & Rescue (with the student's permission) will be able to draw down information about that student's previous VET attainments throughout Australia. This will assist with assessing student's admission to courses and in some circumstances, their eligibility for funding. Training providers will have access to an online information source to manage student transfers between training providers, and the assessment of credit transfer and pre-requisites.

More information is available from the [Australian Government USI website](#) where a comprehensive [video](#) outlines the USI scheme for AMAST Safety & Rescue staff.

## Recognising Qualifications from another RTO

AMAST Safety & Rescue will recognise all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating a student's certification, AMAST will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

Students enrolling with AMAST Safety & Rescue will be made aware of the recognition of qualifications policy by AMAST staff at the time of enrolment to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training. AMAST trainers will remind students of the policy progressively throughout the duration of their course.



When a student presents an AQF qualification or statement of attainment to a trainer or staff member, a copy of the certificates will be taken and submitted to AMAST Safety & Rescue for verification. AMAST Safety & Rescue will verify the authenticity of the qualification or statement of attainment.

The verified copy of the qualification or statement of attainment is placed in the student's file. Once verification of the qualification or statement of attainment has been established, AMAST staff will inform the student and offer exemption from the relevant unit(s) of competency. Staff will ensure the student is aware of and understands what component(s) of their training and assessment are affected. AMAST staff will update the student's records accordingly.

## **Credit Transfer**

Credit transfer refers to the transferral of academic credit obtained by students through participation in courses or national training package qualifications with other RTO's, towards a qualification offered by AMAST Safety & Rescue. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification/unit of competence. Credit transfer of a qualification/unit of competence is available to all students enrolling in any training program offered by AMAST Safety & Rescue.

## **Recognition of Prior Learning**

AMAST Safety & Rescue appreciates the value of workplace and industry experience and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a VET qualification.

In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

### **AMAST Safety & Rescue's recognition of prior learning process**

The recognition of prior learning (RPL) process will be offered to and explained to all students.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification/unit of competence for which they intend to study, should apply for RPL at the time of enrolment. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged and face-to-face training reduced.

As part of the AMAST Safety & Rescue enrolment policy, trainers will advise students of the availability of RPL, explain what the process involves and how it relates to the attainment of the qualification in some circumstances. When relevant, trainers will remind students of this option progressively throughout their time in training, in order to provide multiple opportunities for students to engage in the RPL process.



### **When approached by a student seeking RPL, trainers will:**

- Provide the student with copies of an RPL Information for the Applicant and the RPL Assessment Template
- Provide the student with information about the types of evidence that can be used to support an RPL application

### **RPL fee**

The student will be charged 50% of the scheduled course fee. This includes the initial application, consultation either in person or via phone with a suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.



# Complaints and Appeals

AMAST Safety & Rescue strives to ensure that each student is satisfied with their learning experience and outcome. It is anticipated that issues of concern can be resolved by meaningful and respectful communication that is encouraged by AMAST Safety & Rescue. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes which are outlined in this section of the policy and procedures document

AMAST Safety & Rescue has a defined and transparent complaints and appeals process based on the principles of natural justice and fairness that will ensure student's complaints and appeals are addressed effectively and efficiently. AMAST Safety & Rescue's complaints and appeals policy ensures students and clients understand their rights and the responsibilities of the RTO.

Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority. This approach ensures that outcome of the complaints process provides a positive and constructive contribution to the operations of AMAST Safety & Rescue.

## Complaints

A student may lodge a complaint regarding the RTO; Third Party; Subcontractor; another student or Trainer. There is also provision for any and all interested stakeholders to make a complaint if they feel aggrieved. For example, a Trainer may lodge a complaint against a student.

A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of AMAST Safety & Rescue. The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to AMAST management. Receipt of the complaint will be acknowledged as soon as is practical. The complaint will then be heard and addressed, including a response to the aggrieved person, within five (5) working days of receipt.

AMAST Safety & Rescue management will maintain a complaint register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaint's procedure will be reviewed as part of AMAST Safety & Rescue's continuous improvement procedure.

It is the responsibility of AMAST management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the complaints procedure and providing access to complaint forms.

Where the complainant or appellant remains dissatisfied with the outcome of the appeals handling procedure, the appellant is to be directed to the following external agencies:

- An independent agency or consultant within the VET sector
- The Office of Fair Trading in relation to consumer protection issues
- [National Training Complaints Hotline](#) on 133 873
- [ASQA Complaints Process](#)



## Appeals

The AMAST Safety & Rescue appeals process is concerned with a student's right to request a change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the student.

If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:

- The notice of appeal should be in writing and the appeals form completed and addressed to AMAST Safety & Rescue for referral to the management team
- The notice of appeal must be submitted within five (5) days of notification of the outcome of the trainer or assessor's re-evaluation process.
- If the appeal is not submitted within the specified timeframe, the original result will stand. If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forwarded to AMAST management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of AMAST management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and access to appeal forms.

All appeals will be reviewed at the monthly management meeting and, if appropriate, outcomes will be incorporated into a continuous improvement process.

Where the complainant or appellant remains dissatisfied with the outcome of the appeals handling procedure, the appellant is to be directed to the following external agencies:

- An independent agency or consultant within the VET sector
- The Office of Fair Trading in relation to consumer protection issues
- [National Training Complaints Hotline](#) on 133 873
- [ASQA Complaints Process](#)

## Complaints/Appeals Procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of AMAST Safety & Rescue or any third party (such as other students, outsourced trainers, subcontractors, staff, trainers, assessors) have access to the following procedure:



## Informal complaint/appeal

- An initial complaint or appeal will preferably involve the student communicating directly with AMAST Safety & Rescue verbally or by other appropriate means
- All persons identified or subject to a complaint will be notified in writing of the content of the complaint and/or allegation and afforded all natural justice and procedural fairness in response mechanisms
- AMAST management will make a decision, discuss their judgement with the student and record the outcome of the complaint or appeal
- Students dissatisfied with the outcome of AMAST Safety & Rescue's decision may initiate the formal complaint procedure

## Formal complaint/appeal

- It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised.
- The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by AMAST management in the respective register.
- On receipt of a formal complaint, the CEO or a nominated senior management person independent of the complaint will notify the complainant as soon as practical in writing that they have received the submission.
- The CEO will convene the complaint committee to hear the complaint
- The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint or appeal. Members of the committee should include:
  - A representative of AMAST management
  - An AMAST staff member
  - A person independent of AMAST Safety & Rescue (i.e. Richard Turner of TBS Consulting)
- The complainant/appellant shall be given an opportunity to present the case to the committee at no expense and may be accompanied by one (1) other person as support or as representation
- The staff member(s) involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation
- The complaint committee will reach a decision on the complaint or appeal as soon as possible after consideration of each case presented
- The complaint committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision

All complaints and appeals will be reviewed at AMAST Safety & Rescue monthly management meetings. Continuous improvement procedures may be actioned when the complaint/appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current AMAST Safety & Rescue policies and/or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.



## **Delayed processes**

In the unusual circumstances where a delay in the complaint or appeal process occurs, where longer than sixty (60) calendar days are required to process and finalise the complaint or appeal, AMAST Safety & Rescue will inform the complainant or appellant in writing. In line with the importance that AMAST Safety & Rescue places on open and transparent processes and communication, the first written communication will be made at five (5) days. From that point, the complainants or appellant will be regularly updated at regular intervals on the progress of the matter. Including reasons why more time is required.



# Legislative Requirements

Registered training organisations are subject to legislation pertaining to training and assessment, as well as business practice. AMAST Safety & Rescue will comply with relevant legislation and regulatory requirements and will inform all staff and clients of the requirements that affect their duties or participation in vocational education and training. AMAST recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

## Current Legislation

Current legislation online at: [www.austlii.edu.au](http://www.austlii.edu.au)

Examples of legislation relevant to the training business and its staff includes, but is not limited to:

### Commonwealth legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011
  - Standards for VET Regulators 2015
  - Standards for registered Training Organisations 2025
- Work Health and Safety Act 2011
- Competition and Consumer Act 2010

### Queensland legislation:

- Child Protection Reform Amendment Act 2014
- Disability Services Act 2006
- Anti-Discrimination Act 1991
- Fair Trading Act 1989
- Further Education and Training Act 2014
- Work Health and Safety Act 2011

### Training authorities/regulators:

- National VET Regulator (NVR)
- Department of Education and Training
- Department of Employment
- Australian Skills Quality Authority (ASQA)
- Council of Australian Governments Industry and Skills Council (COAGISC)



## AMAST Safety & Rescue Legislation Implementation

### Work, Health and Safety Policy

The Work Health and Safety Act 2011 (Commonwealth and State legislation) outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards

It is obligation under legislation that all AMAST Safety & Rescue employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO.

AMAST management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for AMAST Safety & Rescue students, employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods

AMAST Safety & Rescue has initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to workplace health and safety including each site used for training delivery.

The following procedures and standards are observed by AMAST Safety & Rescue to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment
- Evacuation plan (fire, bomb, major incident)
- Emergency control
- Accident/incident reporting
- Rehabilitation
- Risk identification reporting
- PPE/chemicals (storage)
- Manual handling techniques and training
- Store and dispose of waste according to OHS regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention
- Unsafe situations identified and reported
- First aid and safety procedures displayed, for all AMAST staff and student's to see
- Strategies to avoid risks presented by extended work with computers and other related devices



## Working with Persons Under 18 Years of Age

There is no single national framework setting out the requirements for obtaining Working with Children Checks or Police Checks. Each state and territory has their own procedures and it is necessary to fulfil the requirements in the jurisdiction(s) in which you are working. Relevant legislation and state and territory screening programs are explained in this linked table: <https://aifs.gov.au>.

In Queensland the Working with Children Check (Risk management and screening) Act 2000 applies. Individuals are required to apply for a working with children check known as a “Blue Card”.

Students under 18 years of age may enrol with AMAST Safety & Rescue according to the law, a child is considered any individual less than 18 years of age.

AMAST management recommend that all staff obtain the appropriate pre-employment screening which is mandatory in those cases where staff are required to train children. Information regarding Police checks and Working with Children Checks is available on the Australian Institute of Family Studies at <https://aifs.gov.au>

AMAST Safety & Rescue will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to AMAST management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, AMAST Safety & Rescue will report to the relevant authorities.

## Consumer Rights

### Consumer protection

On 1 January 2011, the Australian Consumer Law commenced and the Trade Practices Act 1974 was repealed and replaced by the [Competition and Consumer Act 2010](#). The Australian Consumer Law provides for:

- National consumer protection and fair trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law



## Contractual agreement

Students who enrol in a training program with AMAST Safety & Rescue should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, AMAST Safety & Rescue will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the perspective student to know what he/she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged students

For more information on consumer rights, please refer to [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au)

## Australian Skills Quality Authority (ASQA)

ASQA is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the Standards for Registered Training Organisations 2025 to ensure nationally approved quality standards for training are met.

## Vocational Education and Training Regulations

### The VET Quality Framework is comprised of:

- [Standards for Registered Training Organisations 2025](#)
- [Australian Qualifications Framework](#)
- [Fit and Proper Person Requirements](#)
- [Financial Viability Risk Assessment Requirements](#)
- [Data provision requirements](#)

The Framework established by the [National Vocational Education and Training Regulator Act 2011](#).

The legislative framework established by the National Vocational Education and Training Regulator Act 2011 and related legislation:

- Gives ASQA the power to audit an RTO at any time
- Gives ASQA the power to apply sanctions (including applying conditions to, suspending or cancelling a registration)
- Allows providers to seek a review of ASQA decisions

[Standards for Registered Training Organisations 2025](#) form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised qualifications. These Standards underpin the risk based regulatory system that aims to increase the confidence of students and employers in the integrity of VET qualifications.

