

AMS0078 – AMS Training Course Registration Form

Thank you for your interest in an AMS Training Course. Please complete the following information to ensure you are correctly registered.

As a Registered Training Organisation (RTO) we support the Australian Vocational Education Training Management Information Statistical Standard (AVETMISS). The VET information provided is utilised by Government to accurately capture information about students, their courses, units of activity and qualifications completed. It provides the mechanism for national reporting of the VET system.

Please note that all information provided is confidential and shall only be released to authorised Government Agencies.

Training Course Name:

- Aerodrome Reporting Officer / Works Safety Officer (ARO)
- Aerodrome Works Safety Officer (WSO)
- Aerodrome Manager
- Aerodrome Refueller
- Aerodrome Security
- Aerodrome Wildlife Control Officer
- Aerodrome Ground Operator
- Aerodrome Weather Observer

Preferred date of training course: _____

Personal Details:			
Family Name (surname):			
Given Names:			
Date of Birth:	/ /	Sex:	<input type="checkbox"/> Male / <input type="checkbox"/> Female
Organisation:			
Residential Address:			
Postal Address:	(if same as above say "as above")		
Dietary Requirements:	Vegetarian / Vegan / Allergies: _____ Other: _____		

Phone Number:	
E-mail address:	
In which country where you born?	<input type="checkbox"/> Australia <input type="checkbox"/> Other – please specify:
Do you speak a language other than English at home?	<input type="checkbox"/> No, English only <input type="checkbox"/> Yes, other – please specify:
How well do you speak English?	<input type="checkbox"/> Very well <input type="checkbox"/> Well <input type="checkbox"/> Not Well <input type="checkbox"/> Not at all
Are you of Aboriginal or Torres Strait Islander origin?	<input type="checkbox"/> No <input type="checkbox"/> Yes, Aboriginal <input type="checkbox"/> Yes, Torres Strait Islander
Do you consider yourself to have a disability, impairment or long-term condition?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If YES, then please indicate the areas of disability, impairment or long term condition: (You may indicate more than one area)	<input type="checkbox"/> Hearing / Deaf <input type="checkbox"/> Physical <input type="checkbox"/> Intellectual <input type="checkbox"/> Learning <input type="checkbox"/> Mental Illness <input type="checkbox"/> Acquired Brain Impairment <input type="checkbox"/> Vision <input type="checkbox"/> Medical Condition <input type="checkbox"/> Other
What is your highest completed school level?	<input type="checkbox"/> Year 12 or equivalent <input type="checkbox"/> Year 11 or equivalent <input type="checkbox"/> Year 10 or equivalent <input type="checkbox"/> Year 9 or equivalent <input type="checkbox"/> Year 8 or below <input type="checkbox"/> Never attended school
In which year did you complete that school level?	
Are you still attending secondary school	<input type="checkbox"/> Yes <input type="checkbox"/> No

<p>Have you successfully completed any of the following qualifications? (please tick those that are relevant)</p>	<input type="checkbox"/> Bachelor Degree or Higher Degree <input type="checkbox"/> Advanced Diploma or Associate Degree <input type="checkbox"/> Diploma (or Associate Diploma) <input type="checkbox"/> Certificate IV (or Advanced Certificate / Technician) <input type="checkbox"/> Certificate III (or Trade Certificate) <input type="checkbox"/> Certificated II <input type="checkbox"/> Certificate I <input type="checkbox"/> Certificates other than the above
<p>Of the following categories, which best describes your current employment status? (tick one box only)</p>	<input type="checkbox"/> Full-time employee <input type="checkbox"/> Part-time employee <input type="checkbox"/> Self employed – not employing others <input type="checkbox"/> Employer <input type="checkbox"/> Employed – unpaid worker in a family business <input type="checkbox"/> Unemployed – seeking full-time work <input type="checkbox"/> Unemployed – seeking part-time work <input type="checkbox"/> Not employed – not seeking employment
<p>Of the following categories, which best describes your main reason for undertaking this course? (tick one box only)</p>	<input type="checkbox"/> To get a job <input type="checkbox"/> To develop my existing business <input type="checkbox"/> To start my own business <input type="checkbox"/> To try for a different career <input type="checkbox"/> To get a better job or promotion <input type="checkbox"/> It was a requirement of my job <input type="checkbox"/> I wanted extra skills for my job <input type="checkbox"/> To get into another course of study <input type="checkbox"/> For personal interest or self-development <input type="checkbox"/> Other reasons

I acknowledge that my personal information will only be released to authorised government agencies and I have been given a copy of the AMS Information for Course Participants.

Signature

Date

1. Recruitment

Recruitment will be ethical and consistent with the requirements of the Equal Opportunity Act. Recruitment decisions will be fair and comply with the Equal Opportunity Act. All potential clients will be assessed for entrance to courses without bias and against the same criteria and all potential clients will have the opportunity to appeal any decision made at any time in the recruitment process. Courses will be offered at times negotiated with clients to ensure that all have access to courses, will be structured to allow flexibility in delivery and assessment and be equitable to all.

2. Fees

An authorised Purchase Order for the course or Skills Recognition must be provided on Registration. However, if this is not possible, payment arrangements may be negotiated. **Where assessments are more than nine months after initial registration, Aerodrome Management Services reserves the right to charge additional fees for continuing services.**

3. Refund policy

Where fees are paid in advance, refunds will be granted to participants on a sliding scale as outlined below. However, participants will be encouraged to enrol for the next session of the course, complete the course using flexible delivery (i.e. self-paced), or enrol in another course run by *Aerodrome Management Services (AMS)* for which enrolment fees are the same.

- Refund for withdrawal fourteen (14) days prior with written notice is 90% of the cost of the course.
- Refund for withdrawal seven (7) days prior with written notice is 70% of the cost of the course.
- Refund for withdrawal two - six (2 - 6) days prior (written or verbal) is 50% of the cost of the course.
- Refund for withdrawal on the day or one day before the course is 40% of the cost of the course.

There will be no *refund* for withdrawal *during* the course, but participants will be permitted to complete the course at a later date at no extra cost. For participants who pay for Skills Recognition, there will be no refund after the first two stages of the process. Participants will be issued with their qualification on successful completion of the assessment when fees have been paid in full.

4a. – Guide to assessment

Assessment information will be provided with pre-course information, at the start of the course and at the conclusion of the course or through interview for Skills Recognition. Instructions will be well documented and explained. As a client, it is your responsibility to read the information contained in the instructions and ask questions if you are not sure of any of the items.

You will be required to sign a negotiated Assessment Plan indicating your agreement to the process and a completion date. Should you be unable to complete the assessment by the required date, this can be re-negotiated with the assessor; however, your assessment must be completed within six months of registering for the course. It is important that the work that you are assessed on is your own. There may be occasions where additional evidence may be required by the assessor. If this is the case, it is your responsibility to provide this evidence in order to prove your competency.

Clients with **language, literacy and numeracy** needs will be assessed using holistic assessment based on whole workplace tasks. Where language and literacy may be a problem an interpreter can be organised or assessment can be conducted orally. Where numeracy skills are required, additional tasks will be provided to the Client to meet the requirements of the course.

4b. – Skills Recognition

All clients will have the opportunity to apply for **Skills Recognition** where they consider they have sufficient evidence to meet the criteria without attending the course. Should you wish to apply for Skills Recognition, contact the staff from AMS who will organise a Self Assessment Checklist to be given to you in order for you to determine if you are eligible for Skills Recognition.

Once you have successfully completed the requirements for the credential, you will be issued with either a Statement of Attainment or a Certificate plus a Record of Achievement.

5. Guide to delivery

Courses will be customised to reflect the industry area in which you are working. Resources and course materials will be used to help you practice different skills so you can achieve competency in the Unit in which you are enrolled. They will be structured to allow flexibility in delivery and assessment and will be designed to be interactive. Courses can also be offered in a self-paced mode of delivery where you will not attend a workshop and will be required to work through the workbook in your own time and meet regularly with the trainer who will monitor your progress.

6. Client support

All clients will be encouraged to contact the trainers and assessors whenever support is required and will be provided with contact details. Support can be provided in groups and/or one-to-one in order to assist you to achieve the appropriate competencies.

7. Occupational Safety and Health

It is policy to promote and maintain the highest degree of health, safety and well-being of all clients by working in an environment which minimises the possibility of accidents and incidents.

8. Harassment, victimisation and bullying

Clients who feel that they have been harassed or discriminated against must report the complaint to the Director of AMS in writing. They will then be advised to contact a relevant organisation to seek information and support. Staff working for AMS reserve the right to remove a client from a course should they be considered disruptive to the detriment of other client's learning. The client will have the opportunity to negotiate re-entry into the course but fees will not be refunded.

9. Access to records

No information regarding the client will be disclosed to a third party without the written permission of the client. Clients who wish to access their records may do so in writing. They will be provided with a written record of their achievements to the date of the request. A fee will be charged for this service.

10. Resolving a Complaint/Appeal

AMS will ensure that candidates have a fair and equitable mechanism for solving any complaint and appeals. A complaint/appeal must be lodged with a reasonable time frame and the following procedures will apply:-

1. The complainant approaches the Trainer/Assessor with an outline of the complaint/appeal in writing by completing the Complaints/Appeals form. All sections of the form must be completed and clearly state the reasons for the complaint/appeal.
2. If the matter cannot be resolved with the Trainer/Assessor, the complainant will discuss the issue with the Director of AMS. The Complainant may bring a 'buddy' along to the interview.
3. The Director of AMS will discuss the issue with both the Trainer/Assessor and the complainant.
4. If the matter cannot be resolved in-house Aerodrome Management Services will agree to the intervention of any qualified independent arbitrator to assess the complaint **or** to contact the Training Accreditation Council. This is the final process

Should the complaint/appeal be found in favour of AMS, the costs will be borne by the Complainant. Should the complaint/appeal be found in favour of the Complainant, any reasonable costs will be refunded. All costs will need to be justified.

11. Recognition of AQF qualifications

AMS will accept credentials issued by other RTO based in any State/Territory of Australia. The credential may be a Statement of Attainment for specific Units of Competency, or a complete qualification such as a Certificate or a Diploma and have the ANTA logo on the credential. NB: Recognition cannot be granted based on a Statement of Results. The Certificate or Statement of Attainment **MUST** be sighted.