

Welcome to AMA RTO!

Studying is one of the best decisions you will make for yourself. It allows you the opportunity to develop new skills and knowledge which in turn enhances your career opportunities.

Here at AMA RTO, our job is to ensure we provide you with all the information you require to select the right course to help you achieve your career goals.

Before you submit your application, we want to ensure you are completely aware of how your course of study will be delivered and what will be required from you as an online student.

This handbook outlines our full course offering and provides you with the opportunity to select the most appropriate course of study to meet your needs.

Here some question you should ask yourself whilst reading this handbook:

- Why do I want to study?
- What are my interests?
- What are my career goals?
- Is there a specific qualification in line with my interests and my career goals?
- Do I have enough time to commit to studying?
- What delivery mode is the most appropriate for me?

By identifying the answers to the above questions you will have gathered enough information to make an informed choice about which course of study is most appropriate for you.

Please read through this handbook carefully. If you have any questions, feel free to send us an email at info@amarto.com.au or give us a call at (03) 9347 3373.

ABOUT AMA RTO

About AMA RTO

As a Wholly Owned Subsidiary of the Australian Medical Association (Victoria), AMA RTO works to uphold the core values of Quality, Integrity, and Community.

High-quality training is the bedrock of any stable career and AMA RTO strives to find the best instructors available and develop up-to-date training programs in conjunction with industry representatives to be sure you are ready to work when your qualification is complete.

By acting with integrity in all aspects of its operation, AMA RTO helps to promote a healthy and sustainable learning culture for all Australians.

The AMA Difference

AMA RTO is the Vocational Education arm of the Australian Medical Association Victoria (AMA Victoria). AMA Victoria is the peak body representing Victorian doctors, providing advice, representation and professional support to members and the medical profession.

AMA Victoria provides the highest level of professional and ethical services to healthcare professionals and is one of Australia's best-known brands across the entire health sector.

As such, AMA RTO is able to provide state of the art training programs backed by years of experience in the healthcare, quality control, and business industries.

When studying with AMA RTO not only will you be one step closer to achieving your career goals but you will also be studying a qualification that has been approved by the Australian Medical Association.

Our No-Guarantee Approach

Congratulations! If you are reading this page it means you are considering a vocational education course. Upskilling and keeping up to date with new techniques is the best way to increase, or at least maintain, a highly employable profile.

At AMA RTO, we provide you with transparent and easy to understand information along with high-quality training and support. We do everything in our power to ensure you build knowledge and skills transferable to your workplace as well as assisting in making your profile more appealing to potential employers, however:

- We do not guarantee you will be able to successfully complete your qualification
- We do not guarantee you will be able to get a job after completing the qualification
- We do not guarantee that your career will take off after completing the qualification

Whilst the above concepts are universally agreed by all the players in our industry, they are normally found as part of the small print at the bottom of a web page or marketing flyer and may read "XXXX cannot guarantee the positive outcome of your course" OR "Successful completion of this course cannot be guaranteed" or sometimes they are not even mentioned.

So please let us try to make things clear from the start:

ABOUT AMA RTO

- No one can predict the future. If we were to guarantee your academic success (or lead you to think so) we would either be lying to you or behaving unethically and unlawfully.
- Paying for training does not mean buying a qualification. Paying tuition fees will give you access to sound content, experienced facilitators, structured learning activities, student support, and ultimately the opportunity to achieve a qualification that is recognized Australia wide and internationally. Taking this opportunity is entirely on you.
- You are responsible for your academic success. Just like there is no such thing as a free lunch, there is also no such thing as gaining new skills and knowledge without investing time and hard work.
- You are responsible for your own vocational success: landing a job or obtaining a promotion is a complex process that involves several variables. The qualification you undertake with us is also a complex process involving several variables and whilst it will reflect well on your resume, you need to remain mindful of the commitment involved.

The reason we are keen to discuss our “no guarantee” approach is because we want our students to understand the key components often overlooked in our industry:

- You need to be clear about why you want to commence studying. Are you looking to obtain your first job? Are you hoping to gain a promotion? Are you wanting a new career? Or is it for personal interest? It is important to take the time to clearly identify your goals so that you can make an informed decision regarding the right course for you.
- You need to be clear that achieving a recognized qualification requires time and effort. If you can only dedicate 2 hours a month to your course, then perhaps this is not the right time to study.
- You need to be honest with yourself. You need to honestly assess what your current skills and knowledge are in order to select the right qualification and increase your chances of success.

At AMA RTO, we would like to help you make the best decision regarding your choice of study. To assist you, we have developed a guide to help you select the qualification and delivery method that most meet your needs. Please take a moment to click on the links (*below*) to start your new study journey.

YOUR RIGHTS AND RESPONSIBILITIES

Your Rights and Responsibilities

From the moment you submit your application form, you make an agreement with AMA RTO that you will follow all the relevant policies and procedures as per detailed in this student handbook and more in depth on our website. This web page outlines your rights and responsibilities as a prospective student and subsequently as an enrolled student.

As an AMA RTO prospective student or enrolled student:

YOU MUST

- Treat all AMA RTO administrative and academic staff with respect, fairness and courtesy
- Be punctual and regular in returning required documentation
- Be punctual and regular with your attendance
- Submit assessment tasks by the relevant due date or request for an extension when applicable
- If applicable, contribute equally to any group assessments
- Do all you can to prevent the introduction of viruses to AMA RTO computers
- Report any workplace health, safety or environmental incidents to your trainer or to your workplace supervisor

YOU MUST NOT

- Withhold or misinform AMA RTO of previous training qualifications in relation to your eligibility for government funding
- Provide inaccurate information about your previous work experience
- Provide adulterated documentation to support CT or RPL claims
- Plagiarise, collude or cheat in any assessment, event or examination
- Illegally copy software licensed to AMA RTO
- Illegally copy learning and assessment material licensed to AMA RTO
- Use offensive language
- Harass fellow students or staff either face to face, over the phone or through any social media
- Engage in behavior which may offend, embarrass, threaten or harm other students or staff

YOU HAVE THE RIGHT TO

- Be treated fairly and with respect by AMA RTO administrative and academic staff and by other students
- Learn in an environment free of discrimination and harassment
- Pursue your educational goals in a supportive and stimulating environment
- Have your records and personal information stored and maintained in a confidential, secure and professional manner
- Receive information about assessment procedures and your progress in a timely and professional manner
- Apply for Recognition of Prior Learning (RPL) and/or Credit Transfer (CT)
- Submit a complaint through formal notification
- Request a refund through formal notification
- Defer or discontinue or extend your studies through a formal notification.

YOUR RIGHTS AND RESPONSIBILITIES

Student Charter

At any point of your course of study, we will provide you with

- Efficient and reliable administration processes
- Course content, resources, educational technologies, learning activities and assessments that are up-to-date and relevant
- Trainers and Assessors with relevant industry experience and qualifications who are well prepared and use appropriate methods and technologies to maximize your learning opportunities
- Feedback on progress and opportunities to improve your learning and assessment performance
- Opportunities to apply your industry experience to your learning and assessments
- Respectful and courteous communications
- Opportunities for you to provide feedback on your experience with us
- Ethical behavior and professionalism
- Easy to follow complaints and appeal processes
- Privacy of personal and sensitive information

In exchange, here is what AMA RTO is expecting from you:

- Be accountable for your own learning, by establishing your study plan, setting your goals and working toward them
- Engage with your studies by accessing learning content, and completing learning tasks and assessments to meet the course requirements
- Monitor your own progress and use feedback from our Trainers and Assessors to improve your learning
- Engage, support and work collaboratively with your fellow students
- Be honest and respectful in all your communications and interactions with fellow students, Trainers, and Assessors
- Demonstrate professional behavior while undertaking work placements, projects or fieldwork, and respect the privacy of the client and any commercial information made available

TERMINOLOGY EXPLAINED

Terms you need to be familiar with

As you read through this student handbook detailing our application and admission process, you may have encountered some unfamiliar words and/or terms. A brief explanation of these words/terms can be found below which will assist you in gaining a clearer understanding of the information provided in this handbook.

Application documents: these are all the documents you will have to complete and return for us to assess your application and decide whether we can offer you a place in a course of study. The application pack includes:

- Application form
- Pre-Enrolment Review
- Language, Literacy and Numeracy questionnaire
- VTG Evidence of Eligibility form (only for prospective students that apply for Victorian Training Guarantee).

Accredited Qualification: is a formal certification indicating a graduate has completed an accredited program of learning and met learning outcomes as described in the AQF.

Accredited Unit: is a single component of a qualification, or a stand-alone unit, that has been accredited by the same process as for a whole AQF qualification. In Australia, an accredited unit may be called a 'module', 'subject', 'unit of competency' or 'unit'. AMA RTO uses the terms 'units of competency' and 'unit' interchangeably.

Admission Requirements: are minimum requirements you need to meet in order to be accepted in your selected course of study. Admission requirements are set by AMA RTO to ensure only suitable applicants are accepted in a specific course of study. They may include age, level of study, Language Literacy and Numeracy skills and others. Like entry requirements, admission requirements are not negotiable.

Applicant: a person that has submitted an expression of interest to become enrolled in a formal program of learning in an educational institution and/or a workplace setting

Application form: this document provides us with your personal information, contact details, academic history and employment history. All the questions on the form are to be answered.

Assessment: is a process to determine a student's achievement of expected learning outcomes and may include a range of written and oral assessment methods along with practice or demonstration of skills.

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 Vocational Education and Training (VET) information about students.

Certificate (also called Testamur): is an official certification document that confirms that a qualification has been awarded to an individual. In Australia, this may also be called an 'award', 'parchment' or 'laureate'.

Confirmation of Enrolment: is the formal letter sent to you when your application is successful. The letter of offer provides you with details of your course of study and gives you information about what you need to do in order to accept our offer.

Credit transfer: is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Entry Requirements: are qualifications, units of competency or specific expertise you need to possess in order to be able to apply for a specific qualification. Entry requirements are rules defined by the relevant industry body and listed in the training package and are not negotiable.

Formal learning: is learning that takes place through a structured program leading to full or partial achievement of an officially accredited qualification. See also informal and non-formal learning.

Industry Skills Councils: are independent, industry-led, not for profit companies funded by the Government. In broad terms, their role is to identify and respond to the skill development and workforce planning needs of their respective industries which collectively, comprise all sectors in the Australian economy.

Informal learning: is learning gained through work, social, family, hobby or leisure activities and experiences. Unlike formal or non-formal learning, informal learning is not organised or externally structured in terms of objectives, time or learning support. See also formal and non-formal learning.

Language Literacy and Numeracy (LLN) questionnaire: this form assists us to evaluate your current writing, reading and numerical abilities. The results of your LLN test will be used in conjunction with the information provided in the Application form and Pre-Enrolment Review to determine whether additional support or adjustment to the delivery strategy are to be provided. Completing the LLN questionnaire is compulsory for all prospective students regardless of their previous academic achievements.

Non-Acceptance letter: is a formal letter sent to you in the event your application is not successful. The reason for our decision, as well as suggested alternative courses, will be listed in the Non-Acceptance letter. Please be aware, in the event you receive a Non-Acceptance letter, you can appeal our decision following the procedure included in the letter. For more information please refer to our complaints and appeal policy available on www.amarto.com.au

Non-formal learning: refers to learning that takes place through a structured program but does not lead to an officially accredited qualification. See also formal and informal learning.

Pathways: allows students to move through qualification levels with full or partial recognition for the qualifications and/or learning outcomes they already have.

Pre-Enrolment Review: this document provides us with an overview of your career aspirations and expectations of the course. It is important for us to collect this information as it assists us in ensuring you are applying for a qualification that aligns with your career objectives and expectations.

Pre-Requisites: are units of competency you must complete prior to gaining access to other units of competency included in the qualifications provided by AMA RTO. Pre-Requisites are defined by the relevant industry body and listed in the training package and are not negotiable.

Prospective student: a person that might be enrolled in a formal program in an educational institution and/or a workplace setting of learning in the future.

Recognition of Prior Learning (RPL): involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the outcomes of an individual's application for credit.

Registered Training Organisation (RTO): are those training providers registered by ASQA (or, in some cases, a state regulator) to deliver vocational education and training (VET) services. RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications.

Statement of Attainment: is an official certification document that identifies one or more accredited units that have been achieved. Statement of Attainments are not used to identify the full qualification.

Statement of Fees: is the formal contract between you and AMA RTO. Like all contracts, it will have to be signed (executed) by you and returned to us. Apart from giving you information about fees, the Statement of Fees includes valuable compliance information you will need to read and understand.

Statement of Results: is a document issued by the relevant RTO, TAFE or Higher Education provider that represents a true account of results achieved in each unit of study in which you have been or are currently enrolled - including units of study which have been granted Credit Transfer or RPL.

Student: a person enrolled in a formal program of learning in an educational institution and/or a workplace setting.

Testamur (also called Certificate): is an official certification document that confirms a qualification has been awarded to an individual. In Australia, this may also be called an 'award', 'parchment' or 'laureate'.

The Australian Qualifications Framework (AQF): is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

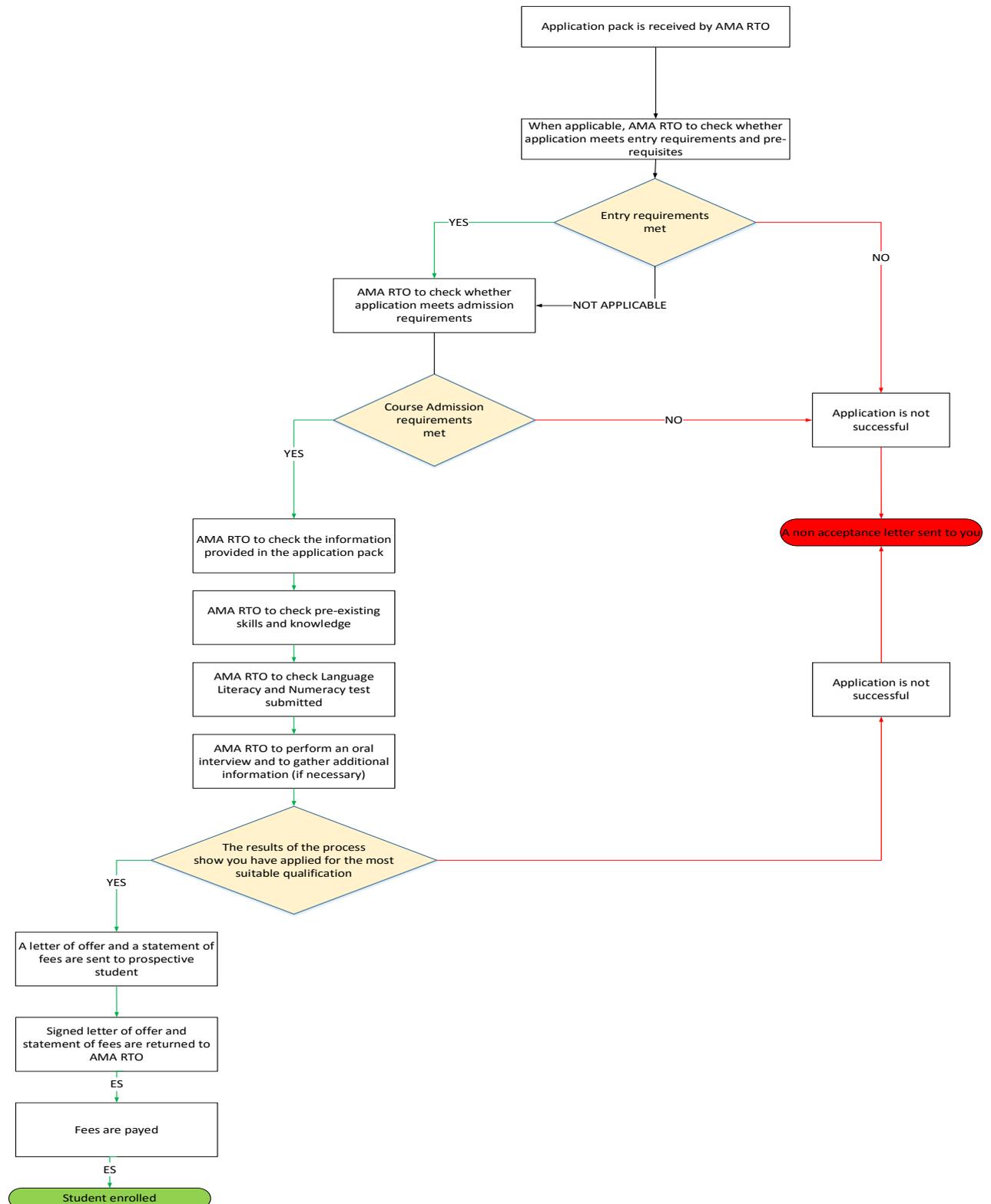
Unique student identifier: The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that create a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations.

APPLICATION AND ADMISSION

The AMA RTO application process

After you have carefully reviewed the information contained in this information pack and have decided that one of the courses of study provided by AMA RTO aligns with your personal circumstances, the next step is to submit an application.

The graph below identifies how our application and admission process works:



APPLICATION AND ADMISSION

Here a brief explanation of what happens after your application is received by us.

We will review the information provided in your application form to determine whether you meet the relevant course entry requirements (set by the Industry Skills Council) and the relevant course admission requirements (set by AMA RTO). Moreover, we will use the information included in your application form to help us understand whether additional support or reasonable adjustments may be required.

We will review the information provided in your Pre-Enrolment Review to gather an understanding of your existing skills and knowledge and to assess whether the qualification you have selected is in line with your learning expectations and potential career outcomes.

We will review your Language, Literacy and Numeracy questionnaire to ensure the qualification you selected is appropriate for you or whether additional LLN training is to be provided before you undertake your selected qualification.

If you applied for Victorian Training Guarantee (VTG) funding, we will review the information provided in the VTG Eligibility Form (along with the relevant information provided in the application form) to assess your eligibility for VTG funding.

We will be in touch with you via phone to discuss your application and to seek additional information where necessary.

Upon review of all the information provided by you and after discussion on the phone, we will make a final decision as to whether the qualification you have selected is the most appropriate for you.

Successful candidates

If your application process is successful, we will send you a letter of offer and a detailed statement of fees via email.

To be formally enrolled in one of our courses you will have to return a signed copy of the Letter of Offer along with proof of payment. Payment methods, as well as relevant proof of payment, will be included in the Letter of Offer.

If you applied for VTG funding, you will also have to provide us with an original certified copy of your I.D.

Unsuccessful candidates

Generally, applications are rejected due to candidates not meeting course entry requirements or the course admission requirements. Occasionally, applications are rejected as a result of a selected qualification not matching a student's profile and/or envisaged goals and objectives.

If your application process is not successful, we will send you a Non-Acceptance letter detailing:

- Reasons why your application was not successful
- Alternative training course/courses in line with your profile
- Reference to other providers if AMA RTO is not able to provide the alternative services.

You will have the right to appeal our decision following the process detailed in the Non-Acceptance letter.

DELIVERY, SUPPORT AND ASSESSMENT

Our Delivery strategy

AMA RTO provides its qualification via three different delivery methods:

Online Delivery

The qualification is predominantly delivered online via webinars. Please note that for some webinars attendance is compulsory.

In details, our online delivery takes place as follow:

1. Your enrolment is finalised (you have signed and returned your statement of fees)
2. You are provided with a training plan and a delivery schedule. The delivery schedule tells you when webinars are run and when your administrative dates for submission of assessments are.
3. You are provided with log-in details for our Online Learning Management system where you can access learning material and assessments (48 to 72 hours after your enrolment is finalised)
4. Where applicable, PDF copy of the learning material is sent to you (48 to 72 hours after your enrolment is finalised)
5. Where applicable, EPUB copy of the learning material is sent to you (48 to 72 hours after your enrolment is finalised)
6. Where applicable, hard copy of additional reading material is sent to you (48 to 72 hours after your enrolment is finalised)
7. On the first week of the following month, the first online seminar is run (attendance is compulsory). During this online seminar, the facilitator will
 - Welcome you to the program
 - Explain to you the training and assessment process
 - Guide you through the theory of the first two units of competency via:
 - Lecture
 - Q&A
 - Guide you through the assessment material and requirements
8. You will then have four weeks for progressing with your study and submit the completed assessment kits for the relevant unit (units). Assessment kits are to be returned to AMA RTO by the end of calendar month and before the administrative date set for submission of assessment (check your delivery schedule)
9. Two weeks after the first online seminar, a second online seminar is run (attendance is not compulsory). During this online seminar the facilitator will:
 - Answer questions from you and other students
 - Provide clarifications on learning material or assessment tasks
 - Provide the group with topic for discussion
10. Once the full assessment kit is received (on or before the relevant administrative date), assessment is marked and you will receive notification of outcome and feedback within 10 working days.
11. On the following month, the process starts again from step 3 for the next unit of competency.
12. The process is repeated (from step 3) for all units of competency until completion of the course
13. The final month is dedicated to catch-up time. If you have kept in line with the delivery schedule you will not need it.

The trainer will monitor your progress through the units and contact you via email, phone or another digital medium in order to ensure you are progressing according to your delivery schedule and to address any of your needs or concerns. You can contact your trainer at any time via email.

Blended delivery

Blended Delivery means a mix of face to face sessions and self-directed study. Whilst the qualification is predominantly delivered online via webinars (for which attendance is compulsory),

DELIVERY, SUPPORT AND ASSESSMENT

some face to face classes have been included in order to satisfy all the requirements of this qualification including observations and practical tasks.

Face to face classes will be normally held at the AMA Victoria headquarters: 293 Royal Parade Parkville, Victoria. Alternative arrangements can be made to satisfy the needs of students living in regional areas of Victoria.

In details, our blended delivery takes place as follow:

1. Your enrolment is finalised (you have signed and returned your statement of fees)
2. You are provided with a training plan and a delivery schedule. The delivery schedule tells you when webinars are run and when your administrative dates for submission of assessments are.
3. You are provided with log-in details for our Online Learning Management system where you can access learning material and assessments (48 to 72 hours after your enrolment is finalised)
4. Where applicable, PDF copy of the learning material is sent to you (48 to 72 hours after your enrolment is finalised)
5. Where applicable, EPUB copy of the learning material is sent to you (48 to 72 hours after your enrolment is finalised)
6. Where applicable, hard copy of additional reading material is sent to you (48 to 72 hours after your enrolment is finalised)
7. On the first Monday of the following month, the first online seminar is run (attendance is compulsory). During this online seminar, the facilitator will
 - Welcome you to the program
 - Explain to you the training and assessment process
 - Guide you through the theory of the first two units of competency via:
 - Lecture
 - Q&A
 - Guide you through the assessment material and requirements
8. You will then have four weeks for progressing with your study and submit the completed assessment kits for the relevant unit (units). Assessment kits are to be returned to AMA RTO by the end of calendar month and before the administrative date set for submission of assessment (check your delivery schedule)
9. Two weeks after the first online seminar, a second online seminar is run (attendance is not compulsory). During this online seminar the facilitator will:
 - Answer questions from you and other students
 - Provide clarifications on learning material or assessment tasks
 - Provide the group with topic for discussion
10. If applicable for the unit (units) of competency, instead of the second webinar, a face to face class is run (attendance is compulsory) During this face to face session the facilitator will:
 - Answer questions from you and other students
 - Provide clarifications on learning material or assessment tasks
 - Provide the group with topic for discussion
 - Ask you to perform practical tasks as part of the assessment process.
11. Once the full assessment kit is received (on or before the relevant administrative date), assessment is marked and you will receive notification of outcome and feedback within 10 working days.
12. On the following month, the process starts again from step 3 for the next unit of competency.
13. The process is repeated (from step 3) for all units of competency until completion of the course
14. The final month is dedicated to catch-up time. If you have kept in line with the delivery schedule you will not need it.

The trainer will monitor your progress throughout each unit and will contact you via email, phone or other digital mediums in order to ensure you are progressing according to your Delivery Schedule and to address any concerns or needs. You can contact your trainer at any time via email.

DELIVER, SUPPORT AND ASSESSMENT

On the Job delivery

On the Job delivery means a mix of workplace visits (2 to 2.5 hours each per month) and self-directed study.

In details, on the job delivery takes place as follows:

1. Your enrolment is finalised (you are required to sign and return your Statement of Fees)
2. You are provided with a Training Plan.
3. You are provided with log-in details for our Online Learning Management system where you can access learning material and assessments (48 to 72 hours after your enrolment is finalised)
4. Where applicable, PDF copy of the learning material is sent to you (48 to 72 hours after your enrolment is finalised)
5. Where applicable, EPUB copy of the learning material is sent to you (48 to 72 hours after your enrolment is finalised)
6. Where applicable, hard copy of additional reading material is sent to you (48 to 72 hours after your enrolment is finalised)
7. Your trainer will be in contact with you to organize the first workplace visit. We estimate that the first visit will be scheduled within 15 days of confirmation of enrolment (workplace visits are compulsory). During the workplace visit the facilitator will:
 - Welcome you to the program
 - Explain to you the training and assessment process
 - Guide you through the theory of the first Unit of Competency
 - Lecture
 - Q&A
 - Guide you through the assessment material and requirements
8. You will then have four weeks for progressing with your study and submit the completed assessment kits for the relevant unit (units).
9. Once the full assessment kit is received (on or before the relevant administrative date), it is marked and you will receive notification of outcome and feedback within 10 working days.
10. The following month will see the process repeated (from step 3) for the next two units of competency
11. The process is repeated from step 3 for all units of competency until completion of the course.

The trainer will monitor your progress through the units and contact you via email, phone or other digital mediums in order to ensure you are progressing according to your Delivery Schedule and to address any concerns or needs. You can contact your trainer at any time via email.

*Please remember that to apply for On the Job delivery you **must** be working In a Healthcare facility at the time of application.*

Technical Requirements

Regardless of which qualification you apply for and which delivery strategy you choose you will require ongoing access to the following items:

Hardware requirements:

- Mac or PC computer (laptop or desktop)
- Speakers or headphones
- Webcam (optional)

DELIVER, SUPPORT AND ASSESSMENT

- Broadband internet connection (preferably not a mobile dongle). We recommend at least 5 GB data allowance per month.

Operating system:

- Mac: OS X Version 10.7 or higher
- PC: Windows Vista or newer

Software:

- Microsoft Office (Word, Excel, PowerPoint). Or
- OpenOffice (Writer, Calc, Impress)

Support during self-directed study

Self-directed study does not mean that you will be left on your own. At AMA RTO, we will provide you with all the support you need to successfully complete your course of study.

Our trainers and administrative staff are available to answer all your questions and to provide you with academic and technical support from Monday to Friday via phone and 7 days a week via email.

In addition, all our students can request “on demand” one on one coaching session delivered either face to face or online. Please remember that one on one coaching sessions are not included in the standard tuition fees.

Additional support to meet your needs

Because no two individuals are the same, it may happen that our standard delivery strategy and support system does not entirely meet your needs. To ensure we tailor our offerings to your specific needs, our application and admission process has been designed to enable us to identify your existing skills and knowledge and, where necessary, discuss any possible additional actions we may take to give you the best chance of completing your course of study. Some examples may include:

- provision of enlarged printed material
- provision of ICT equipment and support
- access to interpreter services
- individualized delivery methods
- Language, Literacy and Numeracy training.

Additional support strategies will be implemented by AMA RTO only when considered appropriate, efficient and effective. If the implementation of support strategies include additional fees, those fees will be negotiated and agreed in writing with the students prior to implementation.

Adjusting the delivery strategy to meet your needs

Our objective is to encourage the development of new skills and knowledge as well as ensure we provide you with a level of support to best suit your needs.

We use the information provided in your application to identify pre-existing skills and knowledge and to evaluate whether adjustments are to be made to our delivery strategy.

Examples of additional support strategies and adjustments includes:

DELIVER, SUPPORT AND ASSESSMENT

- Development of a personalized delivery schedule
- Additional interactions with your trainer via phone and email
- Online one on one coaching (fees may apply)
- Personalized Face to face coaching sessions (fees may apply)
- provision of enlarged printed material (fees may apply)
- provision of ICT equipment and support
- Extension of the nominal course duration.

How we assess your competency

At AMA RTO, we assess your competency using a range of assessment methods including questions and answers, simulated workplace case studies and workplace projects. This ensures you have ample opportunity to apply the competencies acquired during your learning journey.

In addition, observations performed by the assessor will be used for all units of competency (where required) and will take place in real or simulated work environments. Your assessor will arrange mutually agreeable times to perform the observations.

POLICIES AND PROCEDURES

Credit Transfer and RPL

The objective of AMA RTO is to allow you to build new skills and knowledge on top of the ones you already possess. If you have previously completed formal study or if you have sound skills, knowledge and vocational experience in a specific area, you may be eligible to receive Credit Transfer (CT) or Recognition of Prior Learning (RPL).

Credit Transfer (CT) is the automatic recognition of competencies previously gained through study.

Recognition of Prior Learning (RPL) is the formal assessment and recognition of skills and knowledge gained through life and work experience.

CT and RPL may allow you to save time, money and effort while avoiding the unpleasant feeling of wasting time studying something you already know.

You will be given the opportunity to apply for CT or RPL while completing your application pack.

Here are some things to consider when applying for Credit Transfer:

- Make sure the units of competency previously completed match the units of competency included in the course of study you are applying for (Code and Name)
- Make sure you can provide us with certified copies of the Statement of Results issued by other RTOs or TAFEs listing the units of competency you intend to gain CT for.

Here some things you need to consider when applying for RPL:

- Make sure you can provide us with certified copies of academic transcripts, statement of results or statement of attendance issued to you by other training providers
- Make sure you can provide us with workplace documents that can support your RPL application
- Make sure you can provide a declaration from a third party stating you have the required skills and knowledge to perform the tasks related to the units of competency you claimed RPL for.

For additional information about our CT and RPL policy and procedures, please refer to our CT and RPL policy available on www.amarto.com.au

Applying for Credit Transfer and RPL

To apply for CT you will need to:

- Read and understand our Credit Transfer and RPL Policy
- Complete the AMA RTO Credit Transfer application form available on our website and return it via email at admin@amarto.com.au
- List all units of competency you intend to Credit Transfer
- Provide us with certified copies of qualifications, Statements of Attainment or Academic Transcripts issued by Registered Training Organisations, TAFEs or Higher Education providers to support your claim.

To apply for RPL you will need to:

- Read and understand our Credit Transfer or RPL Policy
- Complete the AMA RTO Recognition of Prior Learning application form available on our website and return it via email at admin@amarto.com.au
- List all units of competency you intend to gain RPL for
- Provide us with copy of your resume

POLICIES AND PROCEDURES

- If applicable provide us with certified copies of qualifications, Statements of Attainment or Academic Transcripts issued by Registered Training Organisations, TAFE or Higher Education providers to support your claim.

Complaints and appeal

If during your application process or your learning journey with us you feel that an action, inaction or decision is unfair or unreasonable and you wish to make a complaint or appeal one of our decisions, AMA RTO has a formal complaints and appeal policy and procedure you need to follow.

To make a complaint you will need to fill the AMA RTO Complaints Form and return it via email at complaints@amarto.com.au

When completing the AMA RTO Complaints form you will be asked to provide details regarding your complaint. We invite students to provide as many details as possible in order to allow us to review and address the complaint in a timely and efficient way.

For more information please review our Complaints and Appeal Policy on www.amarto.com.au

Unique Student Identifier

As a registered training organisation, AMA RTO is required to collect students' Unique Student Identifier (USI) numbers and verify them before we are allowed to issue students their qualification or statement of attainment.

Where students are applying for training subsidised by the Victorian Training Guarantee (VTG) scheme, a verified USI is required before funding will be approved.

If you have not provided your USI or still need to create a USI please visit usi.gov.au for more information and to obtain your USI.

The USI Registry System has been designed to keep this information safe and secure and is only accessed by those organisations listed in the terms and conditions.

The USI Registry System also allows you to choose which training organisations can see this information and when. The personal information that you provide to the Student Identifiers registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The Student Identifiers registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers registrar and how to make a complaint about a breach of your privacy and how such complaints are handled. The Student Identifiers registrar's Privacy Policy can be found at usi.gov.au/Pages/privacy-policy.aspx

All students undertaking nationally recognised courses are required to obtain a Unique Student Identifier (USI) from the Commonwealth Government.

If you are a prospective student please be reminded that in order to complete your application you will need to provide us with your USI.

If you are an existing student and you have not already provided us with your USI, you can create one on the USI website (www.usi.gov.au) or you can ask us to create one on your behalf.

Please be reminded that in case a USI is not provided or in case we are not able to generate one on your behalf your application will not be progressed further.

POLICIES AND PROCEDURES

Privacy and access of personal details

AMA RTO complies with the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

When we collect personal information from you, we take all reasonable steps to ensure you are aware of the reasons why we are collecting this information. All information we obtain from you can only be given to another party with your prior written permission.

However, whilst we take your privacy into serious account and we take all the necessary security measures to protect your personal data, there are few things you need to be aware of.

As a Registered Training Organisation (RTO) regulated by the Australian Skills Quality Authority, we are required to collect, hold, use and disclose students personal information in accordance with the National Vocational Education and Training Regulator Act 2011 and other relevant legislative instruments.

In addition, we are required to collect, hold, use and disclose students personal information in order to comply with Commonwealth and State Government funding contract agreement.

You can find additional information about our privacy policy and procedure available on www.amarto.com.au

YOUR MONEY COUNT

Tuition Fees

AMA RTO aims to be completely transparent with prospective students as well as with Vocational Education regulatory bodies.

Whilst an itemized list of fees and charges can be easily accessed on our website (www.amarto.com.au) in this section we would like to provide a detailed explanation of what your tuition fees will and will not include.

Tuition fees include:

- Administrative fees for application, admission and enrolment
- Learning guide for all standard units of competency included in a qualification
- Assessment workbooks for all standard units of competency included in a qualification
- Delivery of training and assessment as per specified in the selected delivery strategy for all standard units of competency included in a qualification
- Unlimited support via email
- Access to video and online tutorials published by AMA RTO
- A one-off 1-month extension to the nominal duration of the qualification
- Issuance of Certificate or Statement of Attainment.

Tuition fees do not include:

- Issuance of additional training or assessment resources
- Learning guides for additional units or units of competency not included in the standard qualification
- Assessment workbooks for additional units or units of competency not included in the standard qualification
- Delivery of training and assessment for additional units or units of competency not included in the standard qualification
- One on one online or face to face coaching
- Extension fees after the first month
- Issuance of additional copy of Certificate or Statement of Attainment

How to pay your Course Fees

You can pay your fees in the following ways:

- Upfront payment
- Payment Plan (not available for student accessing Victorian Training Guarantee)

You will be asked to provide us with an indication of how you would like to pay your fees in the application pack.

For additional information about fees and payment method please contact us at info@amarto.com.au or call us at 03 9280 8722

The Victoria Training Guarantee (VTG)

Now is the ideal time to make a start on gaining new skills, or upgrading your existing skills, to help you get the job you want.

The Victorian Training Guarantee makes vocational training more accessible to people who do not hold a post-school qualification, or who want to gain a higher level qualification than what they already hold.

There are now an unlimited number of government-subsidised training places available to people who meet the eligibility criteria.

YOUR MONEY COUNT

Eligibility for VTG

Generally, you are eligible for a government-subsidised training place if you are:

- an Australian citizen or
- an Australian Permanent Resident (holder of a permanent visa) or
- a New Zealand citizen

and are any of the following:

- under 20 years of age
- 20 years and older and 'upskilling' by seeking to enrol in a course at a higher level than your existing qualification.

Few things to remember about VTG are:

- eligible students can begin up to two subsidised courses in a year as long as you are not doing any more than two courses at a time
- eligible students can commence a maximum of two subsidised courses at the same qualification level in your lifetime

AMA RTO qualifications approved for VTG

At present AMA RTO is an approved VTG provider for HLT52012 Diploma of Practice Management

How to apply for VTG

You can apply for VTG while completing your course application with AMA RTO. If you decide to apply for VTG funding you will need to complete the required documentation and provide us with a certified copy of your ID.

WITHDRAWAL AND REFUND

Withdrawing from your course of study

If you decide to discontinue your studies, you will need to formally withdraw from your course. You can withdraw at any time by completing the relevant AMA RTO Withdrawal form available on our website and returning it to us via email at admin@amatraining.com.au

When withdrawing from a course you will be required to provide us with the reason why you intend to withdraw from your course. The information provided by you will be used by us to review the quality of the service provided and for continuous improvement purposes.

We strongly encourage you to read carefully our withdrawal policy before withdrawing from a course. Copy of our withdrawal policy can be found on our website www.amarto.com.au

Refunds

If you decide to apply for a refund, you will need to forward a formal request by completing the refund form available on our website and returning it to us via email at admin@amatraining.com.au or by post at 293 Royal Parade Parkville Vic 3052.

Before applying for a refund please ensure you read and understand our refund policy published on www.amarto.com.au. We also invite you to contact us if you believe additional information is required. When requesting a refund please keep in mind the following:

Refund if withdrawing within the cooling off period

The cooling off period is the period during which you are allowed to change your mind and to cancel your application without incurring any cost. The cooling off period established by AMA RTO is 48 hours from the day in which you have received confirmation of enrolment. Withdrawing within the cooling off period will enable you to receive a full refund for all the fees you have paid upfront.

Refund if withdrawing after cooling off period but before course commencement

Withdrawing after the cooling off period but before course commencement will enable you to receive a full refund for all the fees you have paid upfront minus \$250 dollars for administrative fees. If the total amount of fees you have paid upfront is less than \$250, AMA RTO will retain the money already paid but you but will not seek any extra payment.

Refund if withdrawing after course commencement

You will not be entitled to a refund if cancellation occurs after course commencement.

Refund under “special consideration” if withdrawing after course commencement

Special Consideration will allow you to receive a full refund for all the fees you have paid upfront minus \$250 dollars for administrative fees. In order to apply for special consideration, your withdraw must be justified by what we call “special circumstances”.

The word “special” refers to circumstances that are beyond your control, did not make their full impact on you until after the commencement of your course, and that make it impracticable for you to complete your qualification.

WITHDRAWAL AND REFUND

Special circumstances include:

- Medical circumstances - for example, a change in your medical condition on or after census date resulting in an inability to continue studying
- Family/personal circumstances – for example, death or severe medical problems within your family
- Employment related circumstances – for example, a change to your employment conditions by an employer resulting in an inability to continue studying.

Special circumstances do not include:

- Medical conditions not impacting your ability to undertake your course
- Failing to read documentation provided by AMA RTO about your course
- Change of mind about your enrolment
- Financial pressures.

For your application to be considered, you will need to provide originals or certified documentation in support of your statements along with the completed refund form. Certified documentation may include:

- Medical certificates from doctors, counsellors or other medical health professionals, confirming the circumstances and dates
- Letter from your employer detailing changes to your employment (i.e. work hours, location) and dates

Please be aware your application will not be reviewed if documentation is not supplied or is incomplete

Refund if AMA RTO is not able to provide the service

AMA RTO will provide students with full refund of all fees paid upfront if:

- The course is cancelled by AMA RTO prior to commencement
- The course is rescheduled by AMA RTO to a time and location that is unsuitable for the Learner.

If the course is cancelled by AMA RTO after its commencement, refunds to students will be calculated using the following formula:

Course Fee – $[(\text{Course Duration Months} - \text{Time Elapsed Months}^*) / \text{Course Duration Months} \times \text{Course Fee}]$

For example, where two months of a ten months course has elapsed, with a course fee of \$1,500 then:

$$\$1,500 - [(10-2)/10 \times 2200] = \$1200 \text{ Refund}$$

WITHDRAWAL AND REFUND

* Time Elapsed Months is calculated from the actual commencement date of the course which will occur either:

- On the day of the first webinar for Online delivery
- On the day of the first webinar for Blended delivery
- On the day of first recorded trainer/student interaction for On the Job delivery

CHOOSING THE RIGHT QUALIFICATION

HOW TO CHOOSE THE RIGHT QUALIFICATION

Choosing the right course is very important because the investment you make now will have an impact on your future. Each qualification has an information page that will provide you with an overview of the course as well as job roles you will be qualified to perform as a result of completing the qualification.

If you're still undecided as to which course is right for you, the questions below may assist you with your decision. Alternatively, you may contact us to discuss the most suitable options for you.

If you are not working in the industry:

- Do I know enough about this industry? Am I really interested in this type of work?
- What job roles are available in this industry and which qualifications can help me gain entry level work?
- What are the learning and professional pathways open to me once I finish a course?
- Is there a minimum entry level qualification I need to have in the industry?
- How much theory and practical work are involved in the study program?
- I am unemployed – will I be eligible for financial support?

If you are already working in the industry:

- How much experience do I have?
- Should I seek a qualification as recognition of my experience?
- Is there a minimum qualification I need to have for the industry I work in?
- Will I need to study a full qualification or just a single unit?
- Will I be eligible for formal recognition?
- What qualification level should I aim for?
- What will I gain from obtaining a higher level qualification? What opportunities will open up for me?
- Where do I ultimately want my job/career to take me?

These are just a few of the many questions you need to ask yourself when choosing the right course. Keep reading for more tips on how to choose the right qualification.

CHOOSING THE RIGHT QUALIFICATION

Select the right course of study

Choosing what to study is a weighty, often life-changing decision. Studying is, after all, an investment into your future. You are also investing your time and money. So when it comes to selecting the right course for you, doing your homework is a good idea.

But where do you start? How do you know which course is right for you? By following the steps below you will be guided to the right answer.

Step 1: Know your end goal

Knowing the purpose of your studies is really important. Generally speaking, your end goals will depend on what stage of your life you're at, and where you are in your career.

If you're fresh out of high school or if you want to radically change your career, chances are your goal is to simply gain a qualification that will help you with landing a job. If you're a working professional, however, you might be after a qualification to help you gain a promotion or specialise in a new field.

School leavers and career changers

If your end goal is to start your career (or your new career), you should look for courses that provide training in the industry you are interested in or in the industry for which employment is foreseen to rise in the near future.

Some of the elements you may want from your next course of study are:

- Work placements and internships to build up your industry connections and improve your employment prospects
- Access to industry-standard technologies, resources and practices to ensure you graduate with job-ready skills.

Upskillers and people looking for a specialization:

If your end goal is to gain a promotion or specialise in your skillset it is likely you already know what job you would like to have in the near future. If this is the case, look for courses that are highly regarded in your industry and provide the skills and knowledge required to successfully perform in your desired job.

Some of the elements you may want from your next course of study are:

- The possibility to add on to the experience and education you already have
- Flexible delivery so you can keep working while you study.

Step 2: Find out what skills and knowledge you 'must-have' and what's 'nice-to-have' to land your desired job

'Must have' skills are the absolute minimum skills you must have to be considered for a specific job. All the rest are considered 'nice to have' skills.

You can easily find out which 'must have' and 'nice to have' skills apply to a specific job by skimming through some job ads available online. When selecting a course of study try to focus on the 'must have' skills of your preferred job first and then move to the 'nice to have' skills.

CHOOSING THE RIGHT QUALIFICATION

Step 3: Do your homework

Do not jump head first into the first course that comes up from a Google search.

Do your homework and find out the components of the course, the units of competencies or module, the admission requirements and the support provided to students. If you still can't find the all the answers you are after, get in touch with the training provider and keep asking questions until you believe you have enough information.

Step 4: Be honest with yourself

In deciding which course of study to undertake you should try to identify your current level of expertise in the field or subject you would like to study.

Are you an expert wanting to upskill? Are you a newbie? Are you somewhere in between? Even though a training provider should be able to assist you in selecting the best course according to your current level of skill and knowledge, the best way to start is by being honest with yourself. You should identify what you already know about a subject and then select a qualification that will allow you to build on top of that pre-existing knowledge.

The Australian Qualification Framework (AQF) identifies and divides qualifications into 10 levels, from Certificate I to doctoral Degrees. For an accurate overview of the 10 levels please see <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>

Step 5: Be practical

Your next course of study will take up two finite resources of yours, time and money.

Ask yourself, 'How much time and money am I able to invest in my studies right now?'

This is a simple but effective way of figuring out your real study possibilities.

Time

If you're able to commit to a full-time study load, then full-time or even fast-tracked qualifications are definitely the best way to go. But if you're time poor and need to juggle work or family (or both!) with your studies, your best bet is to study part-time or look for a course that provides flexible learning. This might involve studying online, attending night classes or learning at your own pace.

Money

There's no doubt about it, getting an education can be very expensive. So it's important to consider how much courses cost, and what the return-on-investment will be for you. In most cases, having a degree or VET qualification will improve your employment prospects and earning potential. If you can't afford to pay your tuition fees upfront, you can consider:

- Studying a course that is eligible for a government study loan – allowing you to study now and pay your fees back later.
- Asking your workplace to foot the bill. If the course bolsters your skill set and adds value to your company, there's a good chance your boss will be more than happy to pay for your professional development.

CHOOSING THE RIGHT DELIVERY METHOD

Select the right delivery method

Once you have chosen which course of study you would like to undertake, the next step for you is to decide which delivery method best suits your current needs.

As you probably already know each delivery method has its own pros and cons. In this section, we will present pros and cons of traditional face to face delivery, online delivery and blended delivery. Go through all of them to make sure you have all the necessary information to make the best decision.

AMA RTO does not offer the full range of possible delivery methods but that does not mean that we should try to convince you to select something that does not fit your style just to make a profit.

If after reading this document you believe that classroom is the best delivery method for you, then you should look for a provider that can address your needs.

That being said, let's present the most common delivery methods:

Online Delivery

Online delivery is the delivery of a learning, training or education program by electronic means. E-learning involves the use of a computer or electronic device (e.g. a mobile phone) in some way to provide training, educational or learning material. (Derek Stockley, 2003).

E-learning can involve a greater variety of equipment than online training or education, for as the name implies, "online" involves using the Internet or an Intranet. CD-ROM and DVD can be used to provide learning materials.

Online delivery pluses

- The biggest advantage to studying online is the increase in flexibility. You can study when you want to, how you want to and where you want to
- All you need to study online is a computer with internet access
- You can study at your own speed and pace

Online delivery minuses

- Requires high level of motivation and diligence
- Requires good computer and digital literacy
- Tends to suit visual learning more than other types of learning experiences (auditory and kinesthetic)

Face to Face Delivery

Classroom delivery is the traditional way of delivering learning and it is something we are all familiar with.

A face-to-face session is one in which participants, instructors, and facilitators meet together in the same place and at the same time.

Classes, seminars, workshops and conferences, in which all participants meet together in the same facility, are examples of face-to-face events.

Face to Face delivery pluses

- There is face-to-face interaction with trainers and classmates
- Provides better possibilities for networking
- Covers a broader range of learning styles (visual, auditory and kinesthetic)

CHOOSING THE RIGHT DELIVERY METHOD

Face to Face delivery minuses

- You have to follow a precise schedule
- You have to work at the speed of the class
- Commuting time can be demanding in terms of time and money

Blended Delivery

The term blended learning is generally applied to the practice of using both online and in-person learning experiences when teaching students.

In a blended-learning course, for example, students might attend a class taught by a teacher in a traditional classroom setting while also independently completing online components of the course outside of the classroom.

In this case, in-class time may be either replaced or supplemented by online learning experiences and students would learn about the same topics online as they do in class — i.e.: the online and in-person learning experiences would parallel and complement one another.

Blended delivery plusses

- More flexible than face to face delivery
- More self-paced than face to face delivery
- Less commuting time than face to face delivery
- More interaction with trainers and classmates than online delivery
- Covers a broader range of learning styles than online delivery
- Face to face interaction with Trainers and classmates (although less than face to face delivery)
- Offers more opportunities for networking than online delivery

Blended delivery minus

- Less flexible than online learning
- Less cost effective than online delivery
- Less interactive than face to face delivery
- Requires high level of motivation and diligence
- Requires good computer and digital literacy

As you can see, all delivery methods have pros and cons and you should select the one that best suits your current needs.

PREFERRED LEARNING STYLE

Discover your preferred learning style

Take the quick test below to find out what your preferred learning style is.

Please note that this is not a scientifically validated testing instrument – it is a free assessment tool designed to give a broad indication of preferred learning style(s).

Circle or tick the answer that most represents how you generally behave.
(It's best to complete the questionnaire before reading the accompanying explanation.)

1. When I operate new equipment I generally:
 - a) Read the instructions first
 - b) Listen to an explanation from someone who has used it before
 - c) Go ahead and have a go, I can figure it out as I use it
2. When I need directions for travelling I usually:
 - a) Look at a map
 - b) Ask for spoken directions
 - c) Follow my nose and maybe use a compass
3. When I cook a new dish, I like to:
 - a) Follow a written recipe
 - b) Call a friend for an explanation
 - c) Follow my instincts, testing as I cook
4. If I am teaching someone something new, I tend to:
 - a) Write instructions down for them
 - b) Give them a verbal explanation
 - c) Demonstrate first and then let them have a go
5. I tend to say:
 - a) Watch how I do it
 - b) Listen to me explain
 - c) You have a go
6. During my free time I most enjoy:
 - a) Going to museums and galleries
 - b) Listening to music and talking to my friends
 - c) Playing sport or doing DIY
7. When I go shopping for clothes, I tend to:
 - a) Imagine what they would look like on
 - b) Discuss them with the shop staff
 - c) Try them on and test them out
8. When I am choosing a holiday I usually:
 - a) Read lots of brochures
 - b) Listen to recommendations from friends
 - c) Imagine what it would be like to be there
9. If I was buying a new car, I would:
 - a) Read reviews in newspapers and magazines
 - b) Discuss what I need with my friends
 - c) Test-drive lots of different types
10. When I am learning a new skill, I am most comfortable:
 - a) Watching what the teacher is doing
 - b) Talking through with the teacher exactly what I'm supposed to do
 - c) Giving it a try myself and work it out as I go
11. If I am choosing food off a menu, I tend to:
 - a) Imagine what the food will look like
 - b) Talk through the options in my head or with my partner
 - c) Imagine what the food will taste like
12. When I listen to a band, I can't help:
 - a) Watching the band members and other people in the audience
 - b) Listening to the lyrics and the beats
 - c) Moving in time with the music
13. When I concentrate, I most often:
 - a) Focus on the words or the pictures in front of me
 - b) Discuss the problem and the possible solutions in my head
 - c) Move around a lot, fiddle with pens and pencils and touch things
14. I choose household furnishings because I like:
 - a) Their colours and how they look
 - b) The descriptions the salespeople give me
 - c) Their textures and what it feels like to
15. My first memory is of:
 - a) Looking at something
 - b) Being spoken to
 - c) Doing something
16. When I am anxious, I:
 - a) Visualise the worst-case scenarios
 - b) Talk over in my head what worries me most
 - c) Can't sit still, fiddle and move around constantly
17. I feel especially connected to other people because of:
 - a) How they look
 - b) What they say to me
 - c) How they make me feel
18. When I have to revise for an exam, I generally:
 - a) Write lots of revision notes and diagrams
 - b) Talk over my notes, alone or with other people
 - c) Imagine making the movement or creating the formula

PREFERRED LEARNING STYLE

19. If I am explaining to someone I tend to:
 - a) Show them what I mean
 - b) Explain to them in different ways until they understand
 - c) Encourage them to try and talk them through my idea as they do it
20. I really love:
 - a) Watching films, photography, looking at art or people watching
 - b) Listening to music, the radio or talking to friends
 - c) Taking part in sporting activities, eating fine foods and wines or dancing
21. Most of my free time is spent:
 - a) Watching television
 - b) Talking to friends
 - c) Doing physical activity or making things
22. When I first contact a new person, I usually:
 - a) Arrange a face to face meeting
 - b) Talk to them on the telephone
 - c) Try to get together whilst doing something else, such as an activity or a meal
23. I first notice how people:
 - a) Look and dress
 - b) Sound and speak
 - c) Stand and move
24. If I am angry, I tend to:
 - a) Keep replaying in my mind what it is that has upset me
 - b) Raise my voice and tell people how I feel
 - c) Stamp about, slam doors and physically demonstrate my anger
25. I find it easiest to remember:
 - a) Faces
 - b) Names
 - c) Things I have done
26. I think that you can tell if someone is lying if:
 - a) They avoid looking at you
 - b) Their voices change
 - c) They give me funny vibes
27. When I meet an old friend:
 - a) I say "it's great to see you!"
 - b) I say "it's great to hear from you!"
 - c) I give them a hug or a handshake
28. I remember things best by:
 - a) Writing notes or keeping printed details
 - b) Saying them aloud or repeating words and key points in my head
 - c) Doing and practising the activity or imagining it being done
29. If I have to complain about faulty goods, I am most comfortable:
 - a) Writing a letter
 - b) Complaining over the phone
 - c) Taking the item back to the store or posting it to head office
30. I tend to say:
 - a) I see what you mean
 - b) I hear what you are saying
 - c) I know how you feel

Now add up how many A's, B's and C's you selected.

A's = **B's =** **C's =**

If you chose mostly A's you have a **VISUAL** learning style.
If you chose mostly B's you have an **AUDITORY** learning style.
If you chose mostly C's you have a **KINAESTHETIC** learning style.

Some people find that their learning style may be a blend of two or three styles.

When you have identified your learning style(s), read the learning styles explanations and consider how this might help you to identify learning and development that best meets your preference(s).

PREFERRED LEARNING STYLE

Explanation of Learning Styles

Visual

Someone with a Visual learning style has a preference for seen or observed things, including pictures, diagrams, demonstrations, displays, handouts, films, flip-chart, etc.

These people will use phrases such as 'show me', 'let's have a look at that' and will be best able to perform a new task after reading the instructions or watching someone else do it first. These are the people who will work from lists and written directions and instructions.

Auditory

Someone with an Auditory learning style has a preference for the transfer of information through listening to the spoken word, of self or others, of sounds and noises.

These people will use phrases such as 'tell me', 'let's talk it over' and will be best able to perform a new task after listening to instructions from an expert. These are the people who are happy being given spoken instructions over the telephone, and can remember all the words to songs that they hear!

Kinesthetic

Someone with a Kinesthetic learning style has a preference for physical experience - touching, feeling, holding, and practical hands-on experiences.

These people will use phrases such as 'let me try', 'how do you feel?' and will be best able to perform a new task by going ahead and trying it out, learning as they go. These are the people who like to experiment, hands-on, and never look at the instructions first!

Some people have a very strong preference; other people have a more even mixture of two or less commonly, three styles.

When you know your preferred learning style(s) you understand the type of learning that best suits you. This enables you to choose the types of learning that work best for you.

There is no right or wrong learning style. The point is that there are types of learning that are right for your own preferred learning style.

STUDY TIPS

Work Hard and Smart

You have picked the course of study that better suits your needs and you have chosen the most appropriate delivery strategy. Now is time to get down to work and get the job done.

Whether you have chosen a Certificate III or a Diploma and whether the qualification is delivered online or face to face, the following study tips will help you with getting the job done:

Stay motivated

When you're studying it helps to keep in mind your reasons for doing all this hard work, like a qualification or career you're working towards.

It can help to have something in your study space to remind you of your goals.

You could also decorate your study space with inspirational quotes or photos of people you admire and family members you want to make proud of you.

Break up your environment

Dedicate a space for studying.

If you can, allocate a room or desk to study at, so when you enter that space your brain thinks 'I'm at uni' rather than 'I'm at home'.

This way you can lessen distractions and get right into a study mode.

Plan your time

It helps to have some plans in motion so you can make the most of your study time.

Set Alarms - Set alarms to remind you about your study plans. A regular reminder keeps you honest and your plans on track.

Use a Wall Planner - Stick a calendar or wall planner up so you can see it whenever you're studying. Mark it up with important dates, like exams and assignment due dates. Use it to block out your regular study timetable too.

Make To-Do Lists - Lists break tasks down into manageable chunks. At the start of the week, make a list of the things that you need to have done by the end of the week. Make a to-do list at the start of each study session too, so that you're clear about what you need to be doing with your time.

Set Time Limits - Before you start your study session, have a look at your to-do list and give yourself a set time to spend on each task. If you don't get something done in the set time, consider whether it's the best use of your time to keep going with it, or to start working on something else.

STUDY TIPS

Set some boundaries

If you schedule your study times, make sure you let the rest of your household know about it. That way everyone knows when you are busy learning and not available to do chores, play or partake in any other activities.

Discover your learning style

Most of us have a preferred way of learning. Get to know your learning style and study in the ways you learn best.

Auditory learners learn by listening. If you're an auditory learner you could try reading your notes aloud and discussing them with other people. You might like to record key points and play them back.

Visual learners learn by seeing. If you're a visual learner you could use colours in your notes and draw diagrams to help represent key points. You could try to remember some ideas as images.

Tactile/kinesthetic learners learn by doing. If you're a tactile/kinesthetic learner you could use methods like role-playing or building models to revise key points.

Unsure of what your preferred learning style is? Take the learning style test at the end of this guide.

Change it up – integrate different learning styles

None of us have only one singular learning style.

While we may have a preferred learning style we all benefit from utilizing each of them.

When studying, try to integrate all learning styles to maximize your learning potential.

Utilize technology.

If reading isn't working, look on YouTube for documentaries.

“Behaviourism made more sense to me after watching Skinner himself explain it in a video!”

Everyone learns differently so use the internet to your advantage to find new ways concepts are explained.

Set realistic study goals

Different online courses have different workloads. Make sure you know how much time is required so you can balance study with other commitments. For example, if you work full-time and have a family or an active social life, don't trick yourself into thinking you can manage 25 hours of study each week!

Unsure about the time you can devote? Consider signing up for just one unit at a time when you first start your course. See how you go about fitting it into your life – you can increase your workload as you grow more confident in your time management abilities.

Get help from people in your study network

Make the most of the support you can get through your online course provider. Your trainer can guide you through coursework while support staff can assist with study tips, professional contacts, and administrative issues.

Students can also help each other via online chat rooms, forums, and social media groups.

STUDY TIPS

As an online learner, your trainers understand you have other commitments. If things get on top of you, let them know. You may be able to negotiate an extension.

Take breaks

It's important to take breaks while you're studying, especially if you're feeling tired or frustrated. Working too long on a task can actually decrease your performance.

When you take a break, make sure you get away from your desk or study space. A bit of physical activity, even just a walk around the block, can sometimes help you to look at a problem in a different way and may even help you to solve it.

Look after yourself

You'll study better if you take care of yourself.

Make sure you eat well and get enough sleep and physical exercise. Don't reward yourself with too many sugary or fatty snacks or push yourself to study late into the night.

It's also a good idea to make sure you drink lots of water when you're studying.

Reward yourself for success

Studying requires discipline. So reward yourself every time you achieve a study goal – this will motivate you to keep going and complete your course.

It can be as simple as enjoying a piece of cake for getting through the week's reading, or treating yourself to a massage for getting an assignment in. It's important to reflect on what you've learnt and to be proud of yourself!

USEFUL WEBSITES

<u>Organization</u>	<u>Description</u>	<u>Website</u>
AMA RTO	AMA RTO is the vocational education business unit of the Australian Medical Association (Victoria) Ltd.	amarto.com.au
ASQA	Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.	asqa.gov.au
VRQA	The Victorian Registration and Qualifications Authority (VRQA) is the statutory authority responsible for ensuring that employers of apprentices and trainees and providers of education and training (including course and qualification owners) meet quality standards, and that information is readily available to support informed choice in education and training.	vrqa.vic.gov.au/
My Skills	My Skills website is the national directory of vocational education and training (VET) organisations and courses. It is a federal government initiative to enable consumers to search for, and compare, VET courses and training provider.	myskills.gov.au/
Myfuture:	Myfuture gives you an opportunity to identify your career path and to discover your strengths to help make the right career decisions for you.	myfuture.edu.au/
The Victorian Training Guarantee (VTG)	The Victorian Training Guarantee is the Victorian funding scheme that allows eligible Victorian to access funding for undertaking Vocational Education qualifications. You can find information about approved VTG coursed and approved VTG providers here.	education.vic.gov
Australian Apprenticeships	Australian Apprenticeships programmes, employer incentives, information and support for apprentices looking to start their own business, support and assistance for apprentices during their apprenticeships, support and advice for apprenticeships.	australianapprenticeships.gov.au
ACPET	National industry association for independent providers of post-compulsory education and training, for Australian and international students - See more at: http://www.acpet.edu.au/about/#sthash.0Q2dz20r.dpuf	acpet.edu.au
Centerlink	Centerlink responsible for the development of service delivery policy and provide access to social, health and other payments and services.	humanservices.gov.au
MoneySmart	MoneySmart is a website run by the Australian Securities and Investments Commission (ASIC) to help people make the most of their money.	moneysmart.gov.au/
Unique Student Identifier (USI)	Create and manage your Unique Student Identifier.	usi.gov.au
Australian Privacy Principles	Guidelines on ow most Australian and Norfolk Island Government agencies, all private sector and not-for-profit organisations with an annual turnover of more than \$3 million, all private health service providers and some small businesses (collectively called 'APP entities') must handle, use and manage personal information.	oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles