
AMS Learner Agreement

Our Pre-Enrolment Policy

AMS is committed to offering guidance and support to our prospective students, ensuring that they receive comprehensive advice pertaining to the content, delivery methods, and assessment procedures of our courses.

Our aim is to empower individuals with the information they need to make informed decisions about their educational journey, thus enabling them to embark on a path to success with confidence and make an informed decision about course suitability prior to enrolment.

Learner Responsibilities

It is important to make the most of your training opportunity, and it is your responsibility to do this. To enhance your learning experience, we strongly advise the following:

- carefully review information sent to you (e.g., confirmation letter or course brochure) to ensure you are informed and confident that the course meets your requirements.
- for additional information about any of our courses we invite you to:
 - refer to the course brochure (these are available on our website),
 - speak to the AMS Training department.
- start a discussion with us if you have questions or concerns. By doing so, you will open the door to a discussion relating to course suitability or potential adjustments we can consider to enhance your learning journey. Where applicable, please ensure you complete your LLND Survey prior to the course start date.
- ensure you are prepared for your course. Any course preparation requirements will be clearly outlined in your confirmation and reminder letters. If you “don’t have time” to prepare, please let us know – we can transfer you to a future course.
- behave in a respectful manner towards your trainer and classmates. Those that disrupt the learning of others due to anti-social, and/or other counter-productive behaviour will be asked to leave the course.
- take responsibility for your own learning. This includes:
 - giving your full attention, and attending the full duration of your course,
 - having a positive attitude towards your learning,
 - be a willing participant and work with fellow students where there are group activities,
 - undertake additional research (where applicable),
 - complete homework activities assigned by your trainer,
 - take responsibility for the quality of evidence that you submit to your assessor,
 - monitor your progress, manage your assessment deadlines, and discuss any concerns with your trainer ahead of time,

- maintain a safe working environment for yourself and others,
- ask lots of questions!
- communicate with your employer to ensure you have enough support to complete course activities – this is for **your** benefit,
- if you are unable to submit your assessments within the required deadline call AMS as soon as possible to request an extension,
- retain a copy of assessments you have submitted. AMS is not responsible for assessments that have been misplaced or lost by students, and
- ensure any work submitted is your own – plagiarism will not be tolerated.

Our Responsibilities as your Training Provider

Aerodrome Management Services will:

- assist you to determine the most appropriate training options prior to your enrolment,
- ensure all students are treated fairly and without discrimination,
- train and assess in accordance with the requirements of the VET Quality Framework,
- ensure our trainers and assessors are experienced and maintain their currency in industry and subject matter knowledge, and Vocational Education and Training.
- continually validate and update our training products and services to ensure they are of the best standard,
- make reasonable adjustments to the training environment, resources, delivery, and assessment strategies to accommodate student needs, where possible,
- deliver quality training and brief you on any assessment requirements for the course,
- provide you with post-course support, including:
 - telephone support
 - email support
 - face-to-face coaching (fees may apply).
- where requested, AMS will discuss the assessment requirements with an employer or third-party mentor, to help them better understand workplace assessment and support requirements,
- process your assessment submissions promptly. We aim to assess submitted work within 5 business days however timeframes may vary depending on trainer workloads,
- provide you with written and/or verbal feedback on your assessments,
- promptly issue you with a statement of attainment for units you have been deemed competent in (provided enrolment payments have been finalised),
- provide you with access to your student record (if requested),

- respect your privacy. We will not forward your personal details or your certification to another person or organisation without your written permission¹,
- provide transparent information about fees and charges, including our cancellation and refund policy,
- seek and acknowledge student and client feedback to ensure we continuously improve, and
- uphold legislation and comply with regulatory requirements relevant to the operation of the organisation.

Your AMS Trainers Responsibilities

Your AMS trainers will:

- engage in professionally responsible and ethical training and assessment practice,
- maintain a safe working environment for themselves and their students,
- provide students with a supportive learning environment,
- provide students with valuable feedback, advice and assistance where required, and
- discreetly offer support options for students, where possible.

More information relating the AMS can be found within our Student Handbook, available on our website: <https://amsaustralia.com/service/student-information/>

¹ As per our Student Privacy Policy and VCVER Student Privacy Notice, provided at enrolment.