

AUSTRALIAN MASTERY LEARNING ACADEMY



AMLA STUDENT HANDBOOK

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ESTABLISHING PATHWAYS FOR LIFELONG LEARNING

STUDENT HANDBOOK

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1.0. Introduction

At AMLA, Australian Mastery Learning Academy Pty Ltd, our commitment to educational excellence both permeates and underpins every aspect of our organization. It is reflected in our Code of Practice, our information, advice and support services and all policies and programs of our college.

Our College offers both accredited and non-accredited courses. We employ a variety of training and assessment techniques that can be customised to benefit our student's situation. Training and assessment can be undertaken at work sites, College premises, by distant learning or through a combination of any of these.

We aim to ensure that our courses offer only the most current and relevant information for our students. Regular reviews of all our programs and procedures are undertaken to ensure our students are industry ready.

We pay particular interest to the needs of our students, and our staff is available on request to discuss any aspects of the training and assessment requirements and college policies.

If after reading our handbook you have further questions concerning training at the College, please do not hesitate to contact us on 0439852212 or 07 5559 5440 and we will arrange a time for a personal interview with a member of our training staff.

We look forward to the opportunity of working with you and assisting you in the development of your career path with training and expert support. Our desire is that your experiences at our College will be constructive, positive and valuable, and our programs and policies are developed with this aim in mind.

2.0. College Mission

To create a college with a curriculum founded on Mastery Learning principles that will provide specialist training companies, businesses, community / religious organisations with support programs, training resources, and systems to provide quality training and education to people within their communities.

This will be achieved by developing a training hub, supported by the training partners and providing all of the support mechanisms, i.e. training material, training resources, training systems, AVETMISS compliant databases, marketing programs including websites, advertising material and processes and visits by marketing promoters, online enrolment processes, archiving, auditing support, dissemination of information from government departments and provision of regional seminars. To develop a network of information gathering sources to receive ideas, innovative programs and suggestions for change and growth which can be then processed, evaluated and developed for the common good and common wealth of the training group.

3.0. College Vision

To create a network of colleges offering a variety of different courses, presented in innovative ways at an exceptional standard to meet the education and training needs of Australian companies and communities. Where practicable offer this training to countries and groups in our geographical region.

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4.0. Code of Practice

The College is committed to integrating Access and Equity principles within all our services that we provide to our students. All staff recognises the rights of students and provides information, advice and support that are consistent with our Core Business Values and this Code of Practice.

Regardless of cultural background, gender, sexuality, disability or age, our students have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while studying with us.

If at any time any student feels that we are not abiding by our Code of Practice then they are encouraged to report their complaints to the supervisor/trainer or equity officer, or complete our complaints and form.

5.0. Information, Advice & Support Services

5.1. Student Enrolment Procedures

All of our courses require students to have enrolled prior for course resourcing purposes. To ensure optimum learning environments and financially viable courses we set maximum and minimum course numbers.

For short courses, expressions of interest are received via a phone conversation with the student. Our standard procedure is to provide course details, cost and location verbally with payment made before the course.

For longer courses enrolment and course detail forms are forwarded to prospective students by mail, fax or email or can be collected from the College office. Upon receipt of a completed enrolment form, information from the student is recorded in our College records using our AVETMISS database and enrolment confirmation along with training times, venue and the trainers name is sent to the student. A record of students who enrol but do not complete the course is also kept.

We conduct induction and orientation sessions for both staff and students. Pre-enrolment information sessions are also conducted as required before the commencement of new courses. Student selection is derived from the outcomes of our learning & assessment strategies.

5.2 Unique Student Identifier

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that will give you access to your USI account. A USI will allow your USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing you to see all of your training results from all providers including all completed training units and qualifications.

The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI will be available online and at no cost to you. This USI will stay with you for life and be recorded with any nationally recognised VET course that you complete from when the USI comes into effect.

You will need a USI when enrolling or re-enrolling in nationally recognised training from 1 January 2015. This includes if you are enrolling for the first time, for example, if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. It also applies if you are continuing or completing (re-enrolling) training, including nationally recognised training undertaken in secondary school.

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You can get your USI by going to www.usi.gov.au/students and completing the online application form and your USI will be sent to you. Retain a copy of this as you will be required to provide it when enrolling in future courses, validating your qualifications for an employer or an RTO for RPL purposes.

AMLA can also provide you with a USI using the information that you have provided on the enrolment form. This service requires a fee of \$20 to be paid before the USI is applied for and can be transferred directly into AMLA's Heritage Bank Account. Please indicate on the enrolment form if you require this service.

5.3. Course Information (including content & vocational outcomes)

Course brochures and flyers will be developed for our accredited and non-accredited courses delivered by our college. These are available on request from our College office and can be found on our web site when completed.

5.4. Fees & Charges (including refund policy & exemptions where applicable)

The College aim is to offer competitive and affordable course fees. Regular course fee reviews are conducted and adjustments made where necessary to maintain competitiveness and remain in line with CPI adjustments. Full course payment is required or purchase orders provided before the commencement of training when courses exceed one day's duration and / or the course size is restricted to a set number of participants.

Method of payment is by cash, EFTPOS or cheque / bank cheques and is paid direct into the College holding account. Receipts showing student name and/or name of payer, amount paid (written, and in numerals), date of payment, and administrative staff's signature will be issued for all cash payments. Payment by other methods, and cash payments, will be recorded in the company's accounting software package. Prepayment for courses will be limited to \$1500 with the balance paid at the commencement of the course. Prepayments will be paid into the college holding account and will only be removed at the commencement of the course.

Course fees and charges are clearly documented in our course marketing materials. This information can also be obtained by contacting our College office.

5.5. Provision for Language, Literacy & Numeracy Assessment

We will endeavour to enhance effective participation by all adults in vocational education and training, through increasing access to quality English language, literacy and numeracy programs and services.

We will provide opportunities to identify different language, literacy and numeracy needs. People with language, literacy and numeracy difficulties will be given assistance to access organisations that can provide appropriate programs. We will make provisions for language, literacy and numeracy assessment when needed.

We also monitor the needs of our student's language, literacy and numeracy skills through our induction process, application & enrolment forms, and interviews if required.

5.6. Student Support

Students who enrol in our face-to-face in-college training normally require very little external support. There is however a range of support programs which include:

- RPL assessment;
- options in learning;
- guidance via our Equity Officer;
- one on one tutoring;
- pre-course interviews;

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- training needs analysis;
- research facilities (soon to be established); and
- information on our web site;

These support programs are also available to our online and distance learning students and can be accessed by contacting AMLA's office.

5.7. Flexible Learning and Assessment Procedures

Flexible learning and assessment procedures are documented within our assessment program and form part of our learning and assessment strategies. These procedures include both at College and on site, hands on learning and assessment strategies.

5.8. Access and Equity

Historically there have often been barriers that prevented certain individuals within the community having access to education and training. Access and Equity implies that everyone has the opportunity to successfully gain skills, knowledge and experience through education and training.

The College continually reviews its commitment to access and equity by ensuring that training and education is:

- accessible to everyone
- inclusive
- relevant to student needs
- relevant to industry and community needs
- supportive of students with different and diverse needs

The College's Access & Equity Policy is disseminated to all staff and students. Access and equity for the vocational education and training system is based on Australia's ***Multicultural Access and Equity Policy: Respecting diversity*** and embraces the application of the following principles:

- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training
- Equality of outcome through vocational education and training for all people, without discrimination
- Access for all people to appropriate quality vocational education and training programs and services
- Increased opportunity for people to participate in vocational education and training and in relevant decision making processes within the vocational education and training system

Access and Equity: Policy

The College will meet the needs of individuals through the integration of access and equity guidelines. The College will ensure that equity principles for all people are implemented through the fair allocation of resources. The College will increase opportunities for people to participate in the vocational education and training system.

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

5.9. Commitment to State and Commonwealth Legislation

Our college's Policies, Programs and Procedures are all designed to satisfy the legislative and regulatory requirements of relevant State and Commonwealth legislation. Our College complies with:

- Anti-Discrimination Act
- Copyright Act (Commonwealth)
- Disability Services Act (Qld)
- Human Rights and Equal Opportunity Commission Act

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- Privacy Act (Commonwealth)
- Racial Discrimination Act
- Vocational Education, Training and Employment Act
- Vocational Education, Training and Employment Regulation
- Workplace Health and Safety Act
- Workplace Health and Safety Regulation

5.10. Welfare and Guidance Services

We will endeavour to provide welfare and guidance to all students. This includes:

- Occupational Health and Safety;
- review of payment schedules when requested
- learning pathways and possible RPL & RCC opportunities;
- provision for special learning needs;
- provision for special cultural and religious needs; and
- provision for special dietary needs

5.11. Occupational Health and Safety (face to face instruction)

All training will be conducted in an environment which ensures the WH&S of all participants. Trainees will be provided with the necessary safety information and equipment to guarantee safety.

5.12. Assessment & Issuance of Qualifications Policy

The College issues a Statement of Attainment to students that have met all requirements for the course they have undertaken. Courses that are Nationally Recognised are consistent with the Australian National Training Authority's (ANTA) prescribed policy and with the Training and Employment Act 2000.

In order to achieve a statement of attainment students are required to have completed all the necessary assessment and evaluation procedures as prescribed by the College for any particular Unit of Competency. By so doing, students can be assured that they comply with the requirements of the course and the assessment and evaluation competencies as prescribed.

Course certificates will be provided on the successful completion of all of the required units of competency for the certificate / diploma course.

The College will issue statements or certificates within 10 to 14 days from the date of completion.

Assessment for a statement of attainment will at all times be by demonstration of competency in any given area of study or within a Unit of Competency. Grades will not be given. Students will be assessed as EITHER:

- "C" = Competent
- "NYC" = Not Yet Competent
- "I" = Incomplete

The Complaints and Appeals policies make it possible for any student to appeal a decision on any assessment provided by the College and he/she can be assured of a fair and equitable hearing on the matter.

A Complaints and Appeals Form must be completed and submitted before the formal process of reviewing the assessment can commence.

5.13. Assessment & Evaluation Strategies

The College will employ a variety of assessment instruments / processes to assess your competency. These include, but they are not limited to written tests, presentations, papers, seminars, practical demonstration, role plays, simulation assessments, group tasks, skill tests, challenge tests, question and answer testing, multiple choice assessments, field review etc.

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5.14. Recognition of Prior Learning (RPL) arrangements

The purpose of the Recognition of Prior Learning (RPL) for the College is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised.

Objectives of RPL:

- To increase access to RPL by individuals
- To ensure that RPL is an integral component of the assessment of an individual's eligibility for an award.
- To ensure that procedures for RPL incorporate a range of valid and reliable techniques designed to accurately assess competencies held.
- To promote 'non-traditional' (other than classrooms/workshop based) learning processes as valid pathways to competency achievement and recognised training outcomes.

Any student who considers they are able to satisfy, prior to enrolment or after having commenced the course, the requirements of a particular Unit of Competency and consider they have grounds to substantiate their competency will be given the opportunity to substantiation of their claim. That student will be given a challenge test to prove their level of skills are consistent with the required standards and may be granted exemption from, or credit towards, a Unit of Competency.

The College ensures that reliability and validity across applications for an RPL is maintained through its benchmarking procedures. The student has the right of appeal under the College's Complaints and Appeals Policy.

5.15. Appeals and Complaints procedures

The College has a fair and equitable process for resolving disputes, complaints and appeals. Should a satisfactory resolution not be reached internally then the College staff will advise students of the appropriate legal body where they might seek further assistance and advice.

Further, the College will honour all guarantees outlined in the Code of Practice. We understand that should we not meet the obligations of this Code or the supporting regulatory requirements, we may have our registration as a training provider reviewed.

Appeals and Complaints procedures: Policy

Any student who feels they have a genuine complaint or concern about any aspect of the College, its structures, staff, courses or Units of Competency has the right to have their concerns heard fairly and impartially.

Appeals and Complaints procedures: Student Procedure

In the first instance all complaints or concerns should be discussed with the trainers or personnel most closely associated with the complaint.

Should the complaint still remain unresolved seven (7) days from the discussion with the person(s) as above, and then the student is urged to discuss the matter in a non-threatening environment with the Training Manager. Should resolution still not be affected, then an appropriate outside professional will be consulted.

If the complaint is in relation to assessment then students are referred to the procedures applicable for such matters under the Appeals Policy below.

Note: The decision provided does not limit the student's rights to exercise their legal options or to contact the relevant Government Department for advice. A list of appropriate referral agencies and Government Departments can be obtained from the Training Manager.

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5.16. Assessment Appeals Policy Statement

Students who do not agree with the results of their assessment or practicum evaluations have the right of appeal.

Assessment Appeals Procedure

Before lodging any appeal, the student should approach the tutor/lecturer to discuss their concerns. That staff member, if requested to do so, must then review the decision, clearly identifying the candidate's reason for the appeal and clarifying why particular decisions were made regarding the assessment and how they were arrived at.

Should there still be substantive areas in dispute; the lecturer should guide the candidate in completing the Complaints and Appeals Form.

The Complaints and Appeals Form (available from the Training Manager) must be completed and lodged no later than two weeks from the date the assessment was originally returned to the student. All evidence from both sides of the dispute must then be included and an independent assessor will be consulted. The Training Manager will arrange for this consultation.

The independent assessor's decision will be forwarded to a panel of professionals from inside and from outside the College. Their decision is final.

Should this process exceed 60 days the appellant/complainant will be notified of the delay and the reason for the delay. They will receive regular updates on the progress of their complaint/appeal.

AMLA will conduct an investigation into the reasons for the appeal/complaint, review policies and procedures connected to this appeal/complaint and make adjustments to rectify any shortfalls.

Any changes to AMLA's policies/procedures will be communicated to Training Partners and all relevant document adjusted and verification numbers changed.

All student appeals/complaints will be recorded on AMLA's appeals/complaints register and securely stored in electronic and hard copy for future reference.

NB. This decision does not limit the complainant's rights to exercise their legal options or to contact the relevant Government Department for advice. A list of these can be obtained from the office.

5.17. Disciplinary Action

The College has established a Student Code of Conduct that applies to all people that attend any of our sessions. This is to ensure all course participants receive an equal opportunity to gain the best result from their time with us. The Student Code of Conduct requires all students to be considerate of others by showing respect for the College training and support staff, other students and the training facility they are attending. Any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course without a refund of the course fees.

Dysfunctional behaviour may include:

- continuous interruptions to the trainer whilst delivering the course content
- smoking in non-smoking areas
- being disrespectful to staff and other participants
- harassment by using offensive language
- sexual harassment
- acting in an unsafe manner that places themselves and others at risk
- refusing to participate when required in group activities and
- continued absence at required times

When an event occurs that college staff member believes warrants the student being disciplined the process will be as for a complaint, except that in the first instance the student and staff member will seek a meeting with the Training Manager. If the matter is not resolved the staff member will initiate the next step of the complaint procedure.

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5.18. Commitment to Quality

The Quality Assurance programs embedded in our College Policies ensures that regular reviews of all of our procedures and policies take place. By this process we will endeavour to maintain quality systems and training courses to provide our students with every opportunity to gain a successful result. Students will be asked to complete a course evaluation form at the end of each course.

5.19. Student Feedback

You, the student, can assist our College in the process of continuous improvement. We ask you to give positive or negative feedback to our staff about any aspect of your relationship with us. We would appreciate you doing this in writing. You are important to our future and we hope we are also an important part of your future.

5.20. Access to Student Records

Access to student records is restricted only to the particular student, their trainer and members of the administration staff who may require the use of these records and designated senior staff. Student records are stored in the student management system in individual student files which are username and password protected. Hard copies of these files are stored in lockable filing cabinets until the appeals process time has transpired after which they are scanned and retained in the student management system.

Students have instance access to their files by using their user name and password. Their records remain confidential and there is no third party access unless permission has been given by the student. The student management system records the times and dates when files have been accessed.

6.0. Privacy Policy

We will not disclose any information that we gather about our staff or students to any third party. We use the information collected only for the services we provide. No staff or student's information will be shared with another person or organisation. If a third party requests staff or student information, we must obtain written consent from the relevant staff or student prior to the release of any information. Should a staff member or student seek access to their personal information, we have a documented procedure requiring authorisation before this can occur.

7.0. Mutual Recognition Policy

The College will recognise AQF Qualifications and Statements of Attainment issued by other RTO's in accordance with the AQF Mutual Recognition Policy. Students wishing to gain credits for courses are required to provide the Training Manager with certified copies of Qualifications or Statements of Attainment. Credit will only be considered once you have enrolled.

8.0. Cancellation and Refund Policy

- Upon receipt of the returned and completed student enrolment form and the course deposit of \$50.00 by the student or their representative the student is thereby deemed to be enrolled in the college.
- A cancellation of enrolment must be done in writing and sent to our office either via mail, fax or email.
- The cancellation takes effect from when we receive the course enrolment cancellation.
- Should a cancellation of enrolment be advised more than 10 business days (Monday to Friday) prior to the course, the student will be automatically enrolled into a future equivalent course, or may request a full refund less the \$50.00 course deposit.
- Should a cancellation of enrolment be advised within 5–10 business days prior to the course, no refund is applicable. The full fee will be credited towards other College training and must be used within 12 months by the enrolled student or nominated and approved substitute or it will be forfeited. Should the student wish to have the fees paid credited to another course offered by the College, a non-transferable fee of 20% of the full course fee is charged to cover incurred administration costs. The remaining 80% will be credited towards other College training and must be used within 12 months or it will be forfeited.

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- Should a cancellation of enrolment be advised less than 5 business days prior to the course no refund is applicable.
- When a non-attendance occurs (i.e. the course has started and no notice was given) NO REFUND or transfer is applicable and the entire cost of the course will be due and payable in full.
- Enrolment is accepted on the basis that the College will not be held liable for costs incurred due to course cancellation or rescheduling. The College will use all endeavours to give as early advice as possible of any course changes.
- Cancellation policies for specific course may apply to override this general policy.
- Course dates and fees are subject to change without prior notice.
- Students who have a complaint with the application of this policy may take action in accordance with the Complaints and Appeals Procedure.

Withdrawal due to illness or hardship

In the case of a paid student who withdraws from a course or program due to illness, extended hospitalisation, pregnancy / childbirth or extreme hardship, the College will, at its discretion, allow a refund of the fees. The following conditions apply:

- The person concerned must produce satisfactory evidence of the circumstances of his/her withdrawal, such as medical certificates.
- The person will forfeit a \$50 administration fee and 20% of the course fee plus any materials, consumables and any catering expenses charged by venue.
- Withdrawal must take place prior to the expiration of the course.

Withdrawal due to other circumstances

The College will not give a refund for the following reasons:

- Change in students work hours
- Inconvenience of travel to class
- Moving interstate
- Job change or retrenchment
- Students who leave before finishing course / module
- Course not completed within 12 months

Students Receiving Government Assistance

The College will issue a refund if a paid student receives Youth Allowance / Austudy / Abstudy to cover the cost of the course and the course costs are met by a government agency paid to AMLA.

Recognition of Prior Learning / Recognition of Course Credits

The College may give a refund if an RPL/RCC review indicates that a paid student does not have to complete some or the entire course. The College may offer a partial refund, less a \$50 administration fee, in such instances depending upon a review of the costs associated with conducting a RPL.

9.0 Training Guarantee

The Academy's commitment to all students is that AMLA will make every reasonable attempt to provide quality training, assessment and support to ensure all students successfully complete their course of study and assessments at their first attempt.

Should a student fail any part of the course they will be given a second opportunity to review the training material and resit the assessment. If their second attempt is not successful they must re-enroll and complete the study program for that unit before doing the unit assessment again.

In the unusual event of a training day/days being cancelled for reasons other than insufficient enrolment, the training will be rescheduled for a time which will suit both students and AMLA.

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10.0. Staffing Policy

It is the policy of the College to ensure that all trainers and assessors have a proven track record and excellent reputation in their industry prior to being engaged by the College. All trainers and assessors hold a minimum Certificate IV in Assessment and Workplace Training and hold the qualification for the subject being taught. In addition, many of our trainers must also undergo stringent review by various Government and Industry Bodies to be approved to teach certain topics.

We also require all staff to undertake a program of continuous professional development to ensure their skills and training techniques is of the highest standard, and their presentation to students is of the highest quality.

11.0 Advertising

The College will follow the Training Recognition Council's Advertising Policy for the Vocational Education and Training System in Queensland. Our advertisements will be clear, accurate and not misleading. The names / titles of qualifications and or accredited courses will be advertised accurately. The Nationally Recognised Training Logo is used only with nationally recognised qualifications / courses which the registered training organisation is registered to deliver. The following terminology will be the only terminology to be used to acknowledge national/state recognition: Nationally Recognised Training.

At no time will the words "Government Accredited" or "Government Registered" be used in advertising.

12.0 Replacement Cards /Certificates

The College will replace lost qualifications and cards without having to do the course again providing sufficient required evidence can be produced by the student. To receive a replacement card confirmation of having completed the course must be made from the College's database supported by viewing the clients ID and if possible sighting their certificate. Sufficient adequate warning must be provided of at least 3 business days for the qualification to be prepared. Fees will vary according to the type of qualification to be produced. Replacement cards currently cost \$40 and replacement certificates are also \$60.00.

13.0 On-line training

AMLA provides online courses in selected courses in our scope. The maximum time allowance for these courses is twelve months with short extensions if required. Extensions, up to twelve months will attract a fee of \$300.

Training material is provided on-line or as hard copy. If hard copy material is requested only assessment is done on-line. The hard copy option is requested at enrolment.

14.0 AMLA scope

The following courses or any units of competency included in these courses can be completed through AMLA.

TAE50111:	Diploma of Vocational Education and Training
TAE40110:	Certificate IV in Training and Assessment
CHC41112:	Certificate IV in Pastoral Care

15.0 College Contact Details: Australian Mastery Learning Academy (AMLA)

Street Address:	Unit 5 / 90 Township Drive Burleigh Heads QLD 4220
Postal Address:	PO Box 336 Elanora Q 4221
Email Address:	admin@amla.com.au
Phone:	0439 852 212 (07) 5568 7855
