

Student Handbook

For students enrolled in nationally recognised courses and qualifications with the Australian Institute of Management Education and Training (AIMET) RTO code 0049.

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TABLE OF CONTENTS

Welcome	6
About AIMET	7
Student Charter	8
AIMET Responsibilities	8
Student Responsibilities	8
Section 1: Policies	10
Internal review of AIMET operations	11
Operational policies and procedures	11
Equal opportunity (EO) and workplace behaviours policy	11
Access, equity and support policy	11
Language, literacy and numeracy	11
Withdrawals and Refunds Policy	12
Single Subject course	12
Course extension / temporary suspension policy	13
Course Deferral	13
Complaints, grievance and appeals process	13
Training Package Transitions	14
Privacy policy	14
Section 2: Student Enrolment, Conduct	17
Student welfare service	18
Student records management	18
Student misconduct	18
Enrolment information	19
Fees	19
Onshore students	19
Offshore students	19
Acceptable methods of payment	19
Recognition of Prior Learning (RPL) and Mutual Recognition / Credit Transfer	19
Enrolling in a Qualification	20

Student Entry Procedure	20
When can I start?	21
How often do I need to study?	21
Enrolment checklist	22
Employability skills summaries	22
Course enrolment policy.....	22
Orientation period	22
Student Progression.....	22
Course Directory	24
Key contact information	25
General / administration enquiries	25
Section 3: Training and Assessment Information.....	26
Flexible delivery	27
Assessment policies and procedures	27
Workplace assessments.....	27
Arriving late/failing to arrive to a supervised online and face to face assessments with an AIMET assessor.....	27
Paid/volunteer work placements- Applicable ONLY for Onshore Students.....	28
Use of report Codes on academic transcripts	28
Re-assessment.....	28
Cheating.....	29
Plagiarism	29
Submission of assessments tasks	29
Satisfactory academic progress	29
Participation monitoring and intervention.....	30
Extending a study period	30
Timelines for issue of qualifications and results.....	30
Replacement qualifications and results schedules	30
Academic appeals	30
Student work placements and work experience - Applicable ONLY for Onshore Students.....	31

What is a work placement?.....	31
What are the advantages?	31
How is a work placement found?	31
What responsibilities are involved?	32
Attitude	32
Attendance and punctuality	32
Safety	32
Medical condition	33
What about assessment?	33
What if you have a problem with your placement?.....	33
Technology requirements	34
Hardware	34
Software	34
Other browser requirements	34
Document Modification History	35

Welcome

The information in this handbook is designed to assist you in completing your studies with the Australian Institute of Management Education and Training (AIMET), which we trust you will find professionally rewarding whether you are taking a short course or a qualification.

We understand that many of the students completing accredited training with AIMET are doing so whilst juggling demanding jobs and busy personal lives. Be assured that the AIMET team is here to assist you in any way that we can to make your time with us as a student enjoyable and the outcomes achievable, and we ask that you contact us at any time if you have any questions or wish to seek reassurance about any aspect of your study.

About AIMET

This student handbook supports students across a range of Vocational Education & Training (VET) programs through the Australian Institute of Management Education and Training Pty Ltd (AIMET) as a Registered Training Organisation (RTO).

The quality of our training is monitored and audited, both internally and externally, to ensure we provide a consistently high-quality standard of services to our clients and students. AIMET is regulated by:

- Vocational Education & Training legislation: Through the Australian Skills Quality Authority (ASQA). ASQA is the national regulator for Australia's vocational education and training (VET) sector ensuring nationally approved quality standards are met.
- AIMET also has an obligation to comply with relevant Commonwealth, state or territory legislation and regulatory requirements.

How to use this handbook

The purpose of this handbook is to introduce you to AIMET's key policies and procedures and to outline your responsibilities as a student. It is essential that you read and understand this handbook and if you have any questions these should be resolved before you sign the Student Statement verifying this. Each student is responsible for knowing and complying with the information relevant to their enrolment and rules of AIMET.

Policies and procedures as listed in this handbook apply to both onshore and offshore students unless otherwise specified.

Student Charter

AIMET is committed to the pursuit of excellence in all aspects of teaching and learning. Excellence in teaching and learning involves students as active participants in their educational experience.

This Student Charter sets out the expectations students can properly hold as they receive their education. It recognises that ethical and honest behaviour and treatment underpins the relationship between AIMET and its students.

AIMET Responsibilities

Students can expect:

- To be treated with courtesy and respect
- AIMET to address the reasonable needs of all students regardless of gender, ethnicity, age, disability, race, background or mode of study
- To enjoy a study environment free from harassment, bullying or discrimination of any kind
- To be provided with a harmonious work and study environment in which concerns and complaints are addressed as quickly as possible
- To have personal privacy respected. Students may expect that personal sensitive information will be requested only where necessary for AIMET academic or administrative functions and that, once collected, it will be adequately protected against inappropriate or unauthorised access
- To have access upon request to personal records which AIMET may hold about them, subject to legislative provisions and relevant AIMET policies and procedures
- To be provided with accurate, timely and helpful information regarding their studies, enrolment and other administrative procedures that apply to them
- That program and course content will be up-to-date and informed by current research and industry standards
- To have reasonable access to AIMET staff for individual consultation outside class times, in person or by other means (such as by telephone or electronic mail)
- That feedback on assessment will be recognised as a valuable part of the educative process
- That the facilities or equipment in use are safe and comply with the AIMET's health and safety standards.

Student Responsibilities

AIMET students will be expected to:

- Treat other members of the AIMET community with respect and courtesy
- Respect the opinions of others and deal with disagreement by rational debate
- Respect AIMET's property and the facilities
- Avoid conduct which disrupts the teaching, learning or research activities of other students and staff, or which interferes with others performing their duties
- Avoid conduct which might reasonably be perceived as discrimination, harassment, bullying or intimidating
- Acquaint themselves with AIMET's policies and procedures relevant to their enrolment and studies and observe the statutes, policies and procedures of AIMET

- Maintain steady progress in assessment in courses and qualifications undertaken
- Incorporate feedback into their learning
- Not plagiarise in assessments and submit work that is genuinely theirs
- Adhere to the AIMET's process on assessment, re-submission or extension.

Students concerned about the application or contravention of the principles outlined in this Student Charter (and the policies that underpin these principles) should be aware that grievance procedures exist to deal with inappropriate conduct, such as harassment or discrimination and breaches of personal privacy. Please refer to the relevant AIM policy found in the Student Information section on the AIM website www.aim.com.au.

Section 1: Policies

Internal review of AIMET operations

AIMET is subject to external auditing of its operations by the Australian Skills Quality Agency (ASQA). AIMET will provide a service that complies with quality requirements of a Registered Training Organisation (RTO).

Operational policies and procedures

AIMET has documented policies and procedures covering the work it conducts and the administration of its operations. A summary of some of the policies are included below or elsewhere in this Student Handbook. These policies are available in the Student Information section on the AIM website www.aim.com.au/information-and-policies/students. Copies of policies are also available to students upon request from Student Services.

Equal opportunity (EO) and workplace behaviours policy

AIMET's Equal opportunity (EO) and workplace behaviours policy details our commitment to the concept of Equal Employment Opportunity (EEO) and selection of staff based on merit. All staff and sub-contract employees will be fully qualified as trainers and assessors and highly experienced in their field of training.

Access, equity and support policy

AIMET has a policy of equal access to training for all people seeking to enhance their knowledge and skills. Our policy details our commitment to providing a workplace and study environment which does not discriminate against people based on ethnicity, gender, sexual preferences, disability or age.

AIMET does not condone nor will it tolerate any unlawful discrimination or harassment by staff of any job applicant, employee or student. Harassment includes any form of behaviour that a person does not want, finds offensive, humiliating or intimidating and is either sexual, or targets them because of the factors mentioned above.

It is important to note that the access, equity and support policy applies to all forums, chatrooms and correspondences within AIMET student platforms. Acts of bullying and harassment, criminal activity, and offensive and graphic content will not be tolerated.

There are support services available for students who have additional Language, Literacy and Numeracy (LLN) and/or special needs. These services include both internal identification and referrals to external services (e.g. medical, counselling, etc.)

Language, literacy and numeracy

AIMET understands the importance of skills in language, literacy and numeracy (LLN). AIMET is committed to providing assistance to people seeking to undertake training with AIMET, who may have special literacy and numeracy requirements. We will provide individual assistance where possible to students or clients who have literacy and numeracy skill needs and will also provide referrals to specialist literacy and numeracy assistance agencies where appropriate.

A non-formal literacy and numeracy assessment may be given to students as part of the enrolment process for particular qualifications to help AIMET identify students with support requirements.

Withdrawals and Refunds

Students may withdraw from a course at any time during their enrolment. Withdrawing from a course does not entitle the student to a refund of fees. A student withdrawing from a course will remain liable for the payment of the course fees unless they have withdrawn within the 5 business day provisional period.

Students may request to transfer course fees to a different subject/course enrolment subject to availability. Fees may apply.

Applications for refunds on the grounds of special circumstances must be submitted via email to studentsupport@aim.com.au and supporting documentation must be provided. If special circumstances apply, a refund is processed in accordance with the AIM Withdrawals, Deferrals, Course Transfers, Extensions and Refunds Policy located in the Student Information section on the AIM website www.aim.com.au/information-and-policies/students

For offshore students, any refund paid will be calculated based on the exchange rate at the time of the transaction.

The terms and conditions of enrolment, and the availability of internal complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Single Subject course

AIMET does not refund fees unless a single subject is cancelled or unless there is proof of extenuating circumstances where it is not possible for a student to attend the single subject course.

If a student cannot attend a scheduled single subject course the student must contact AIMET at least 2 weeks prior to the course start date and may:

- Request to change attendance date to the same course at a future date; or
- Request their enrolment be changed to a different course (NOTE: *fees may apply if the transferred course is a greater cost, or a refund may be applicable if the transferred course is of a lesser cost).

If the student does not contact AIMET at least 2 weeks prior to the scheduled course start date and does not attend on the day, the student will be charged an administration fee of \$190 per non-attendance.

Enquiries should be directed to Student Support on 1300 761 700 or via email studentsupport@aim.com.au.

The terms and conditions of enrolment, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Course extension

If a student does not complete the qualification/course they are enrolled in within the allocated time, they may request a 30 calendar day course extension. The maximum extension period offered by AIM is 3 months (90 calendar days).

An additional fee of \$200 will be charged per 30 calendar days of extension granted. Fees may be waived at AIM's sole discretion in the event of unforeseen special circumstances. Extension periods must immediately follow on from the expiration of the original enrolment period.

Course Deferral

In some circumstances a student may wish to defer their course or place their course on hold due to unforeseen events which do not allow continued study. AIM may grant a temporary suspension period of up to a maximum of three months in this instance. Further deferral may be granted for special circumstances. A student's deferral period cannot exceed the remaining length of the course that exists when the deferral request is made. Students may only apply for deferral once the 5 business day provisional enrolment period has lapsed.

For further information, refer to the AIM's Withdrawals, Deferrals, Course, Transfers and Refunds Policy located in the Student Information section on the AIM website www.aim.com.au/information-and-policies/students

Course Transfer

Students may apply to transfer their original AIM course to another AIM course if they change their mind but must do so within the 5 business day provisional enrolment period of their original course. AIM will work with the student to ensure the AIM course the student wishes to transfer to accepts enrolments and to ensure the student meets the entry criteria.

Students will be liable for any difference in course fees, where the course fees of the new AIM course are higher.

Where an AIM course is undergoing teach out and AIM is able to accept enrolments into the new course version, students may apply to be upgraded into the new course version. AIM will work with the student to determine if the upgrade is in the student's best interests. An upgrade administrative fee of \$500 will apply for students who upgrade.

Complaints, grievance and appeals process

AIM has procedures in place for students with a grievance or who wish to lodge a complaint regarding services or operations.

AIM provides feedback and appeal mechanisms for students with a grievance or complaint. If a grievance cannot be resolved informally, students have the right to appeal. On appeal, a formal complaints process will then be followed. There are two escalation points; the first escalation involves the internal *AIM Complaints Committee* and the second escalation involves an external third-party delegate to ensure the complaint is taken to complete resolution.

For further information, please refer to the Complaints and Appeals Policy located in the AIM website www.aim.com.au/information-and-policies/students

Training Package Transitions

Nationally endorsed training packages are amended from time to time and training packages can be entirely reviewed and lead to new versions being issued or new training packages being developed and released.

The impact of these changes can mean that qualifications and unit of competency codes and titles can change. Qualification issuing rules can change and units of competency that are superseded may or may not be equivalent. This will all happen at different times during a learner's enrolment and requires AIMET to manage the change process so that we comply with the Standards for Registered Training Organisations and ensure that our learners are not disadvantaged by these changes.

New training packages are published and released using the National Training Register (training.gov.au). It is the date of release that marks the date for subsequent transition arrangements which are covered in this policy.

AIMET will initiate transition arrangements in response to training package changes as soon as possible following the publication on the National Register of revised qualifications or units of competency.

For further information, please refer to the Training Package Transitions Policy in the Student information section on the AIM website www.aim.com.au/information-and-policies/students

Privacy policy

AIMET is bound by Commonwealth law to handle Personal Information in accordance with Australian National Privacy Principles (APPs). These principles are designed to ensure that any personal information you provide is used and disclosed only for the primary purpose for which it was collected, unless otherwise authorised by you or the law. The principles cover issues such as the collection, storage, use and disclosure of information, as well as giving you the right to access information we hold about you.

For further information, please refer to the Privacy Policy on the AIM website www.aim.com.au/information-and-policies/students

What information do we collect from you and how is the information collected?

We, including our authorised agents, collect the information that you provide on your enrolment form; request a course guide form, enquiry forms, Live Chat, information provided over the telephone and email communications together with details of your academic progress (including results of assessments); your attendance record; work undertaken by you in completion of your course, such as assessments, learner activities, blog posts, forum posts and videos; the outcomes of formal interviews you may have with staff during your course to discuss your progress; your special requests or requirements, records of grievances, complaints or appeals; and records of payments of fees and charges.

What is the purpose for collecting this information?

We collect information that is necessary to ensure that we provide you with appropriate pre- sales information and to ensure we deliver to you the services promised in our brochure and on our web site.

What cookies are used within the site?

A cookie is a small data file placed on your computer by the AIMET server. A cookie contains information about your visit to the Site. When you visit the Site again, our server will look for the cookie and structure itself based on the information provided. A cookie identifies your computer to our web server when you visit the Site.

We use cookies:

- to determine if you have previously visited our Site
- to identify areas of our Site you have accessed
- to enable us to tailor the facilities and offerings made available to you when you visit our site
- for administrative and security purposes

The cookies installed on your computer will not contain personal information about you, other than that outlined above.

Your personal data will be stored in a secure environment at the AIMET Site. It is recommended that you turn off any cookie warnings in your browser before using this Site, otherwise you may not be able to use the full functionality of this Site.

How your information may be used?

Personal information may be used and disclosed within the company to administer our products and services, as well as for prudential risk management purposes. We may also use this information, unless you tell us otherwise, to provide you with related marketing information.

Please note that we need the personal information we keep about you to be accurate. It is especially important that you notify us of any changes to your circumstances, such as change of contact details.

Who do we share your information with?

We will not sell, share or rent personal information to others without your written consent. We will only disclose personal information to third party entities carrying out functions on behalf of, or in partnership (including under license) with, AIMET on a confidential basis.

The security of information you provide

We take all reasonable steps to protect the personal information we hold about you from misuse or loss or from unauthorised access, modification or disclosure. It is stored in electronic form in our administration database and can only be accessed by authorised staff. These staff members are

issued with their own Login Identifier they must use to gain access to our systems.

When you commence, you are issued with a unique Student Identification (ID) number or username and password. It is important that you do not disclose this ID number to other students in order to protect your privacy. The number will be used to display your assessment results.

Disclosure Required by Law

We may be required or authorised by law to disclose information about you. We may also be required to produce your records for a government agency, for example, in relation to social security (if you are receiving Youth Allowance, Austudy or Abstudy)

How do I complain about a breach of the APP?

If you wish to lodge a complaint about a breach or potential breach of your privacy please follow AIMET's Complaints and Appeals Policy in the Student Information section on the AIM website www.aim.com.au/information-and-policies/students

What happens if I don't provide the requested information?

If you do not provide the requested information AIMET may not be able to deliver the requested services.

Section 2: Student Enrolment, Conduct

Student welfare service

AIMET will provide counselling and support to students experiencing difficulties with studies. In circumstances where students require specialised assistance outside the expertise of AIMET staff, we shall provide referrals to agencies that can support onshore and offshore students' needs.

Student records management

AIMET ensures that its record keeping procedures comply with the quality standards set for Registered Training Organisations. All client and student records are confidential. Systems are permanently backed up to ensure the security of client and student records. Clients and students will have access to their records at any stage by emailing student support.

Student misconduct

Harassment by a student, toward another student or toward a staff member is not acceptable, any case will be investigated, and all parties notified of the outcome. The misconduct of harassment may result in the student being terminated from their course. Harassment may include bullying, verbal or written abuse, offensive messages by telephone, emails, text messaging or persistent contact and of a sexual nature. Further information on the Access, Equity and Support and the Complaints, Grievances and Appeals Policies can be found in the Student Information section of the AIM website www.aim.com.au/information-and-policies/students.

Enrolment information

Fees

Course tuition fees are payable in accordance with the course requirements, and the payment plan relevant to your enrolment. AIMET's latest fees are available on the AIM website.

Onshore students:

For any payment plan, an agreement between AIMET and the student will be put in place. Payment of full course fees is required even if the student does not complete the course or fails to advise AIMET of their withdrawal from the course.

Offshore students:

Course tuition fees must be paid upfront and in full at the point of enrolment. All fees listed are quoted and payable in Australian Dollars (AUD).

Acceptable methods of payment

- MasterCard
- Visa
- American Express
- EFT
- Bank Deposit

Recognition of Prior Learning (RPL) and Mutual Recognition / Credit Transfer

Recognition of Prior Informal Learning acknowledges skills, knowledge and understanding gained as a result of work and/or life experience. AIMET will make this process available to you for any unit in which you feel you are competent already.

Recognition of Prior Formal Learning applies when you have recently completed formal studies with another education provider and already been found competent in a unit that is relevant/equivalent to your course.

Qualifications and VET Statements of Attainments issued by another Registered Training Organisation will be recognised by AIMET.

The objective of AIMET's Recognition of Prior Learning (RPL) and Credit Transfer process is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experience is appropriately recognised.

If you wish to apply for RPL or Credit Transfer, you should indicate this during the application process. For further information refer to the RPL Policy or the Credit Transfer Policy in the Student Information section of the AIM website www.aim.com.au/information-and-policies/students.

Enrolling in a Qualification

Once you have selected your qualification, it's as easy as calling 1300 658 337 for assistance with your enrolment. The AIMET Student Support team can help you with any other queries you may have: 1300 761 700 or via email studentsupport@aim.com.au.

Student Entry Procedure

The submission of an application form is required for any student wanting to complete an AIM vocational qualification.

It is a requirement that you comply with all the entry requirements for the qualification you wish to enrol into.

To enrol in qualifications with AIM, you will need the ability to read and write English and display numeracy skills to at least Year 10 level.

For students enrolling in Certificate IV qualifications you will need the ability to read and write English and display numeracy skills to at least Year 10 level.

To show evidence of this ability, you will need to have satisfied the following:

- Completed Australian Year 10 schooling (please provide a certified copy of your Senior Secondary Certificate of Education to our Student Support team), or
- Completed a Nationally Recognised qualification at a Certificate III level or above within the last 5 years (please provide a certified copy of your testamur and transcript to our Student Support team), or
- During the enrolment process, demonstrate that you have the skills and capability to succeed in the course by completing the Entry Test (attaining at or above Exit level 3).
 - The Entry Test forms part of the entry requirements for courses of study.
- Offshore students may provide an IELTS or TOEFL certificate including statement of results in order to demonstrate the ability to read and write to a year 10 level (IELTS 5.0).
 - The Entry Test forms part of the entry requirements for courses of study.

For students enrolling in Diploma or above qualifications you will need the ability to read and write English and display numeracy skills to at least Year 12 level.

To show evidence of this ability, you will need to have satisfied the following:

- Completed Australian Year 12 schooling (please provide a certified copy of your Senior Secondary Certificate of Education to our Student Support team), or
- Completed a Nationally Recognised qualification at a Certificate IV level or above within the last 5 years (please provide a certified copy of your testamur and transcript to our Student Support team), or
- During the enrolment process, demonstrate that you have the skills and capability to succeed in the course by completing the Entry Test (attaining at or above Exit level 4).
 - The Entry Test forms part of the entry requirements for courses of study.
- Offshore students may provide an IELTS or TOEFL certificate including statement of results in order to demonstrate the ability to read and write to a year 12 level (IELTS 5.5).
 - The Entry Test forms part of the entry requirements for courses of study.

To enrol at AIM please contact our Senior Training Advisors who will assist you in accessing our online enrolment form.

- Please complete all the required fields on the online enrolment form.
 - You must provide a USI at the time of enrolment. If you don't have a USI you can create one in just a few minutes by clicking on the following link and filling in a few details: [Create Your USI](#).
 - You will not be able to enrol in a vocational qualification or be issued a testamur or Statement of Attainment for your qualification without a USI unless you fall into an exemption category
 - [Find out what exemptions apply](#)
 - If you are exempt, please contact AIM directly
- You will receive an email from AIM with a formatted copy of your enrolment form attached.
 - Please check that all fields are correct
 - Complete the e-signature section and submit

When can I start?

Your enrolment is considered to have commenced once you meet the requirements listed in the student entry procedure and on the start date of your course. At this stage, your enrolment has commenced but is provisional for a 5-day orientation period. During orientation AIMET may request further information to validate your enrolment and provide additional advice and support services to those students requiring it. Students are also required to formalise their chosen payment method during orientation. Provided a student's enrolment is still valid at the conclusion of orientation it will automatically be confirmed, without notice. Where a student's enrolment is not able to be confirmed by the conclusion of orientation the student will be notified in writing.

You should check the availability of online and on-campus subjects (onshore students only) and see how these fit into your schedule. Our Student Support team can assist with advising the best subjects to take to fit into your schedule.

How often do I need to study?

AIMET has a nominated duration and guidelines will be provided to you on how many hours/weeks you should study, on average, in order to complete on time. Of course, this is entirely flexible, and you may increase/reduce your weekly study hours based on how busy you are at the time.

Our Student Services team, as well as your course trainer/assessor, will monitor your progress and intervene if we think you may need assistance to better plan your study time.

If your course has a work placement component you will need to ensure this is arranged in advance and incorporated into your study plan.

Enrolment checklist

Prior to enrolment please ensure you have read the detailed course guide to ensure you:

- have determined the learning outcomes meet your needs
- can meet the average number of study hours required per week in order to complete the program within the nominated duration
- have met the entry requirements for the program
- if required, have satisfactorily completed the Diploma Entry Test
- are comfortable with any obligations you might have to arrange suitable work placements
- have noted any additional resources required for this program
- have advised AIMET of any special needs/assistance you may require
- meet the literacy and numeracy requirement for the course you are enrolling in i.e. offshore students may be required to verify their English language proficiency
- satisfy the minimum technology requirements for your programme
- are aware of AIMET Withdrawals, Deferrals and Refund Policy
- are aware of the RPL and Credit Transfer process available to you.

Employability skills summaries

Prospective students are advised to access the Employability Skills Summary for the qualification they are considering prior to enrolment. Employability Skills Summaries will enable prospective students to determine if their nominated qualification will provide the requirements they need for employment and/or further study in Australia. Employability Skills Summaries can be downloaded from <http://employabilityskills.training.com.au/>.

Course enrolment policy

For full details outlining AIMET's position, responsibilities and support during the enrolment process refer to the Enrolment Policy located in the Student Information section on the AIM website www.aim.com.au/information-and-policies/students.

Orientation period

Each student will be taken through an orientation to provide all necessary documentation, access their course and ensure that the course meets their requirements. Students will also be made aware of support services available to them.

Student Progression

AIMET is committed to providing a supportive student-centred learning environment. AIMET recognises that early identification and support of students at risk of progression gives them the best chance of success. Each student's enrolment is monitored to ensure that students who are at risk of not achieving satisfactory progress receive appropriate learning support and assistance.

If a student's is unable to maintain their academic progression, AIMET may cancel a student's enrolment. Progression monitoring is conducted pre and post census and students' progress is measured against (but not limited to):

- their engagement with the learning material on the learning management system,
- active participation in the learning community
- responses to progress checks from study coaches via email/phone/SMS
- assessment submissions

Further information can be location in the Progression Policy located in the Student Information section of the AIM website www.aim.com.au/information-and-policies/students.

Course Directory

AIMET's Course Directory is your connection to a wealth of knowledge and information networks. AIMET's courses leverage our experience, resources, learning strategies and delivery methodologies to ensure your individual or organisational success.

To view a copy of our course directory, visit our website at www.aim.com.au or telephone 1300 658337 and the AIMET Client Services team will be more than happy to assist you.

Key contact information

General / administration enquiries:

STUDENT SERVICES	
Telephone (onshore)	1300 658 337
E-mail	studentsupport@aim.com.au
Online	Via Support Us form within myAIM

Course-related support:

TRAINER / ASSESSOR	
Online	Login to myAIM and send your query to your trainer via Messages
Telephone	Telephone support is available by arranging a mutually convenient time with your trainer. Send your appointment request via myAIM Messages
Skype	Virtual 'face-to-face' meetings via Skype are available with your Facilitator/Trainer by appointment where possible
On Campus	Face-to-face programs have access to Facilitators during classroom time and by arranging a mutually convenient appointment

Mailing address:

Ground floor, 7 Macquarie Place
Sydney 2000

Website: www.aim.com.au



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Management

Section 3: Training and Assessment Information

Flexible delivery

AIMET uses a flexible learning model that combines:

- online, self-directed, distance learning utilising resources housed in myAIM – the learning management system - and supported by qualified trainers and assessors
- Workplace-based training (for certain units as specified in the Learner Guide)
- volunteer work placements and work experience (for certain units as specified in the Learner Guide)

Assessment policies and procedures

Assessment is the process of collecting evidence and making judgements as to whether competency has been achieved by each student.

Assessment for each unit involves the use of a range of assessment methods, enabling the collection of evidence on which to judge if a student can perform competently and/or demonstrate the application of required knowledge after the given period of training.

For a student to be awarded a Certificate, Diploma or Advanced Diploma, he/she must satisfactorily complete all units that are a mandatory part of that course. Students who fail to satisfy the minimum course requirements will be given a Statement of Attainment, listing the student's achievement up to the last day of participation.

Workplace assessments

Some units are best assessed in the workplace or in a realistic simulated workplace setting under the normal range of workplace conditions, as prescribed in the relevant National Training Package.

AIMET will assist with arranging suitable work placements and work experience opportunities for onshore students, as required by their course. We will also monitor student progression throughout any work placement or work experience undertaken. Where required, simulated workplace assessment will be conducted by AIMET assessors.

Arriving late/failing to arrive to a supervised online and face to face assessments with an AIMET assessor

Students who arrive 15 minutes or more after the agreed commencement time of a supervised assessment task with an AIMET assessor may not be permitted to undertake the assessment at that time. Students should arrive at least 10 minutes before the commencement of an assessment.

Any student who fails to arrive to complete a supervised assessment activity and does not present valid certification (e.g. a medical certificate) to Student Services, must arrange with Student Services to re-attempt that assessment within 10 working days or he/she will be deemed 'Not Yet Competent' within that unit and this result will be recorded in the student's record. Offshore students must provide a certified copy translated into English.

Paid/volunteer work placements- Applicable ONLY for Onshore Students.

Some AIMET courses include a mandatory work placement component comprised of a minimum number of hours of paid/volunteer work. During a student’s work placement, they will be required to undertake a number of specified workplace tasks under the supervision of an approved workplace supervisor/manager.

AIMET will arrange suitable work placements and work experience opportunities for students, as required by their course. AIMET will also monitor student progression throughout the work placement.

Where a work placement arrangement is made, either by the student or AIMET, a Work Placement Agreement must be signed by the student, AIMET and the host employer.

For further information on work placements refer to this section later in this handbook, and also see the Work placement and work experience policy and procedure.

Use of report Codes on academic transcripts

AIMET will provide students with a Statement of Attainment for any single Units of Competence or partial completion of a qualification, otherwise a Record of Results will be provided at the end of a completed qualification.

The following Report Codes apply to AIMET academic transcripts:

Competent	C
Credit Transfer	CT
Recognition of Prior Learning	RPL
Recognition of Current Competency	RCC
Not Yet Competent	NYC

Re-assessment

Students receiving an assessment result of ‘Not Yet Competent’ will be provided with feedback and additional training then arrangements will be made for re-attempting the assessment. Such second attempts must be within 10 working days of the release of the original result.

If the same student does not demonstrate the standard set for competency within that supplementary assessment, the student will be scheduled to recommence that unit and additional fees will be applied. The fee charged for supplementary attempts is the prevailing fee for that Unit of Study as set out in the Schedule of Fees available on the AIMET website.

If the student is again deemed ‘Not Yet Competent’, immediate counselling will occur, and assistance will be offered in the form of a course progression plan.

Cheating

Cheating is the taking of any unauthorised material or electronic device into an assessment activity, irrespective of whether or not this is used by the student to assist him/her to complete that assessment.

After investigation, any student found to be cheating will have his/her assessment activity cancelled, and no re-submission of assessment will be accepted. The assessment outcome of 'Not Yet Competent' will be recorded for that unit, and he/she will be placed on probation. He/she will be scheduled to re-commence that full unit, and additional fees will be applied.

Any further incidence of proven cheating or other unacceptable behaviour will result in cancellation of the student's enrolment. In the event that this occurs, no refund of fees will be possible, and AIMET will not assist with work placement.

The written notice of AIMET's decision will inform the student that he or she is able to access AIMET's Complaints, Grievances and Appeals Process and has 20 working days from the nominated date in which to do so.

Plagiarism

Plagiarism occurs when someone presents the thoughts or writings of another person as his/her own. You are therefore required to acknowledge all direct quotations, ideas, paraphrased writings and statistical information.

Plagiarism is a form of cheating and is one of the most serious offences any writer can make. Any student found to be plagiarising will be regarded as having cheated, and the same conditions will be applied as recorded in the Cheating section above.

Submission of assessments tasks

All assessment tasks required for completion of a unit are to be completed and submitted by the scheduled due date and following the instructions contained in the Learner Guides.

To safeguard against accidental loss of assignments, it is expected that students will keep a copy of each assignment either soft copy (on computer) or a hard copy. Students are reminded to save your work on an ongoing basis when logged in to the LMS. In the event of loss occurring, the student will be required to submit a new copy of the assignment concerned.

Satisfactory academic progress

AIMET expects each student to progress through his/her course at a rate that will enable the student to complete the course in the nominated duration. AIMET will regularly report on, and monitor, students' academic progress. Where a student is identified to be 'at risk' of not completing their course on time Student Services may intervene and provide counselling, together with plan for course progression. It is the student's responsibility to follow this plan and complete their studies within the nominated duration.

Participation monitoring and intervention

In order to assist with academic progress, the trainers monitor each student's attendance and performance in the units they deliver. If a student appears to be experiencing difficulty within a particular unit, the trainers alert the Student Services Team Leader.

The student will be notified and asked to make an appointment with the Student Services Team Leader, who will offer counselling and establish a programme of support for the student. Please note that it is the student's responsibility to follow through on that programme, and to maintain contact with the Student Services Team Leader and/or other staff nominated.

Extending a study period

Where a student is progressing in their course but does not attain competency for a unit of competency within the designated study period the student will be provided with an extension through to their expected course end date.

Timelines for issue of qualifications and results

Provided no re-assessment is required, AIMET endeavours to finalise results, then prepare, and post certificates no later than 30 days after course completion. If re-assessments are required, they must be completed within 2 weeks of course completion. Certificates will then be available 30 days after completion of such re-assessments.

If a student leaves before he/she has successfully completed the mandatory units within his/her course, the course is considered incomplete and an Advanced Diploma, Diploma or Certificate will NOT be issued. Instead a Statement of Attainment will be given listing the student's achievements up to the last day attended.

Replacement qualifications and results schedules

Replacement Advanced Diplomas, Diplomas, Certificates and results schedules can be issued to students upon payment of a fee of \$33.00 AUD.

Academic appeals

A student has the right to appeal against a decision made in regard to their final assessment result if:

- The student has been assessed as Not Yet Competent in an assessment against specific competency standards.
- The student feels they have sufficient grounds and evidence entitling them to be assessed as competent or granted RPL (if appealing a RPL decision)
- The student is able to adequately demonstrate they have the skills and experience to be able to meet the learning outcomes of units you are appealing against.

A student or client must appeal a final result of assessment within 10 working days of the Date of Publication of the relevant assessment outcome.

Further information can be located in the Assessment and Assessment Appeals policy located in the Student Information section on the AIM website www.aim.com.au/information-and-policies/students.

Student work placements and work experience - Applicable ONLY for Onshore Students.

Some AIMET courses include a mandatory work placement component comprised of a minimum number of hours of paid/volunteer work or require industry relevant work experience as part of the course.

What is a work placement?

A work placement is structured workplace learning that helps students to prepare for the workforce. It is part of your course and it is designed to help you better understand what you have learned by putting it into practice in the workplace for a specific period of time.

What are the advantages?

As a student, participation in practical placement will give you the opportunity to:

- Apply knowledge and skills learned from your course in the workplace
- Gain skills that are recognised by industry
- Get to know employers' expectations
- Increase your employment options and employability skills
- Make contact with employers and expand your industry network.

How is a work placement found?

Students are in the first instance responsible for finding their own work placement, as required by their course. AIMET or its partners may assist students to arrange suitable work placements and work experience opportunities for students where student experience difficulty finding a host employer.

AIMET will also monitor student progression to ensure appropriate work placement and work experience opportunities are available to students at appropriate times according to a schedule

Often students undertaking our courses are already employed and in these instances, students are usually able to undertake work placement hours at the facility/organisation where they already work.

Where students are not currently suitably employed, they are required to find casual or volunteer work to meet the work placement requirements of their course. If you have a particular employer in mind, talk to your AIMET Student Services team representative about it. We may be able to provide some practical advice to aid you in your selection and help you to succeed in securing a desired placement.

In selecting your placement, you need to take into account the following:

- The skills that you need to acquire for your course
- The skills that the workplace can offer
- Any logistical issues, such as travelling to and from the workplace.

Where students are experiencing difficulty in securing a suitable work placement AIMET may be able to help arrange this, although it is not guaranteed.

What responsibilities are involved?

During the placement you will be expected to behave like a new employee, following the rules of the workplace and the reasonable directions of the workplace supervisor and other employees. You will need to comply with all WHS policies and procedures, as well as other protocols that are practiced by the host employer.

Attitude

To benefit from the work placement, the right attitude is very important. Students will need to:

- Be willing to learn
- Be proactive – offer to help, ask questions and seek feedback on your performance to help you to improve
- Complete the tasks assigned to you by the workplace supervisor
- Listen to instructions and ask questions
- Be polite, courteous and well-mannered with all staff members
- Dress appropriately
- Follow all workplace policies and procedures

Attendance and punctuality

Employers will expect you to be punctual. Students will be required to:

- Start your placement on time each day
- Take only the allocated time for lunch and other breaks, returning promptly to work
- Contact your workplace supervisor and AIMET Student Services immediately if you are unable to attend your placement.

Safety

The personal safety of students in the workplace is of utmost importance. Students must comply with any occupational health and safety requirements of the host employer, including:

- Wearing protective clothing and safety equipment
- Working in a safe manner
- Reporting any hazards or unsafe practices that you observe
- Reporting any accidents to your workplace supervisor and practical placement coordinator immediately

Medical condition

Inform both AIMET Student Services and your workplace supervisor if you suffer from any medical condition or disability that may affect your work performance. For some placements, you may be required to undertake a medical check or police check prior to beginning your placement.

What about assessment?

Many of your course units are best assessed following observation of your workplace performance. During a work placement, students will be required to undertake a number of specified workplace tasks under the supervision of a workplace supervisor/manager. Student Services will discuss this with each student and will also provide information on the way assessments will be conducted and recorded.

During work placements students will be expected to complete an activity logbook that has been specifically prepared to cover practical aspects of the course. After observing students perform workplace tasks, and using the checklist provided, supervisors will sign student logbooks and detail any feedback on how student performance matches industry and workplace requirements. Upon completion of a work placement student logbooks must be returned, signed by students and the supervisor, to the trainer/assessor.

AIMET's facilitator / assessor will use the logbook as evidence to inform an assessment of competence for relevant units of competency in the course. The facilitator / assessor may also contact the supervisor directly to gather further information on student performance.

What if you have a problem with your placement?

Problems with work placements should be resolved as early as possible. AIMET and the employer have agreed dispute resolution procedures. Students should not hesitate to contact AIMET if they experience any difficulties or problems while on a work placement.

Most importantly, students should enjoy their practical placement. It is a great opportunity to experience real working life, while gaining valuable skills and experience to help with future employment opportunities.

Technology requirements

Before commencing their course, students should ensure they meet the following technology requirements.

Hardware

- computer (compatible with Windows, Mac or Android operating systems) with a reliable internet connection
- printer
- digital camera/recording device with microphone

Software

- Operating system: Windows, Mac OS X, Linux
- Software: Adobe Acrobat Reader and Flash Player (latest versions available for free download at Adobe website)
- Internet: Supported browsers include Firefox 3+, Google Chrome 4+, Microsoft Internet Explorer 7 and 8, Opera 9+, Safari 3+ (download latest browser software for free online). You will need a reliable internet connection, preferably Broadband (64 Kbit/sec or faster)

Other browser requirements

Additionally, some course resources may require software programs from the Microsoft Office suite. If you do not have Microsoft Office, you may wish to install the following viewers:

Microsoft Word Viewer

(free download at <http://www.microsoft.com/en-us/download/details.aspx?id=4>)

Microsoft PowerPoint Viewer

(free download at <http://www.microsoft.com/en-us/download/details.aspx?id=13>)

Microsoft Excel Viewer

(free download at <http://www.microsoft.com/en-us/download/details.aspx?id=10>)

Document Modification History

Version	Date of Version	Comments
2.5	21/06/2016	Review of document to ensure alignment with RTO and VET FEE Help standards Updated to new document template
2.6	10/11/2016	Review of handbook to update information for onshore and offshore student cohorts
2.7	10/11/2016	Adjustment to student entry procedure
3.0	10/01/2019	Updated to align to updated policies and procedures
3.1	08/10/2019	Added the following to page 11: <ul style="list-style-type: none"> • “Fees may apply*” to paragraph 4 • Added details on applicable fees of \$190 to 2nd last paragraph
4.1	30/01/2021	Review and update of information
4.2	20/10/2021	Update to withdrawal, deferral and course transfer terms
4.3	15/12/2021	Update to provisional enrolment period duration.

Please note:

Printing this document may make it obsolete.

For the latest version of this document always check the AIM website www.aim.com.au/information-and-policies/students