Student Handbook

For students enrolled in short courses and qualifications with the Australian Institute of Management Education and Training (AIMET) (RTO Code 0049)

Australian Institute of Management

Contents

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 programs through the Australian Institute of Management Education and Training Pty Ltd (AIMET) as a Registered Training Organisation (RTO Code 0049).

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

- Vocational Education & Training: 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 the provisions of the Freedom of Information Act 1992 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. The Complaints, Grievances and Appeals policy can be found here http://www.aim.com.au/training/student-information.

Section 1: Policies

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External 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 pertaining to the status of a Registered Training Organisation.

Operational policies and procedures

AIMET has documented policies and procedures covering all aspects of the work it conducts and the administration of its operations. These policies are available on our website and are located here http://www.aim.com.au/training/student-information. A summary of some of the general polices are included below or elsewhere in this Student Handbook. Copies of all policies are freely 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 (eg. Physical or mental). These services include both internal identification and referrals to external services (eg. Medical, counselling, etc)

For further information, please refer to the Access, Equity and Support Policy here http://www.aim.com.au/training/student-information

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.

For further information, please refer to the Language Literacy and Numeracy Policy here http://www.aim.com.au/training/student-information

Withdrawals, Deferrals and Refund Policy- Applicable Only for Onshore Students in VET-FEE Help Eligible Courses

Students must apply in writing should they wish to cancel their enrolment in a VET FEE-HELP eligible course or withdraw from a Unit of Study, and they can obtain a full refund of tuition fees related to that Unit of Study until close of business on the relevant Census Date. The date the written notification is received by AIMET is the effective Date of Notification of Withdrawal.

The Census Date is not less than 20% through any unit of study (subject). AIMET qualifications are broken into 3 study periods.

If a student advises in writing of their wish to cancel their enrolment in a VET FEE-HELP eligible course or withdraw or defer from a Unit of Study after the Census Date there will be no refund unless Special Circumstances apply. The Student Review Procedures for Re-crediting a FEE-HELP Balance are found in with Withdrawals, Deferral and Refund Policy located at http://www.aim.com.au/training/student-information.

If a student wishes to transfer to a different VET FEE-HELP eligible course, the student must provide the AIMET with a new Request for VET FEE-HELP Assistance Form 1296(A) prior to close of business on the relevant Census Date.

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.

Withdrawals and Refunds Policy- Students in NON VET-FEE Help Eligible Courses

Tuition fees paid for courses are not refundable after course commencement unless special circumstances apply.

Applications for refunds must be submitted via email to retention@aim.com.au and received by AIMET's Student Retention Team prior to the subject commencement date provided.

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

When a request for a refund is received, a receipt of the request will be provided to the student. If special circumstances apply, the refund request will then be investigated and processed in accordance with the Withdrawals and Refunds Policy stated above. Notification of the outcome, including a refund if applicable, will be forwarded to the student within 4 weeks of AIMET's receipt of the request. Information on this can be found in with Withdrawal, Deferral and Refunds policy located here http://www.aim.com.au/training/student-information

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

Single Subjects

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 participate in the single subject course.

A transfer to a different single subject course may be granted prior to course commencement date but an administration fee of 20% of the initial single subject course fee will be applied. Also if there is a difference in price between the single subject courses, a transfer will incur an extra charge where the subsequent course is of greater cost. A refund for the difference in fees will be given where the subsequent course is of lesser cost.

All applications for refunds or transfers must be made in writing.

When a request for a refund is received, a receipt of the request will be provided to the student. The refund request will then be investigated and processed. Notification of the outcome will be forwarded to the student within 4 weeks of AIMET's receipt of the request.

Catch-up lessons will not be offered to course participants should lessons or study time be missed due to personal reasons.

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 / temporary suspension policy

If a student does not complete the qualification/course in which they are enrolled, within the allocated time, AIMET may offer the student a 30 day course extension at no additional

charge. This is at the discretion of AIMET and must immediately follow on from the expiration of the original enrolment period.

In some circumstances a student may wish to place their course on hold due to extended holidays or unforeseen events which do not allow continued study. AIMET may grant a temporary suspension period of up to a maximum of three months in this instance.

All course extension/temporary suspension requests must be submitted to Student Services. For further information, please refer to the Refund Policy here http://www.aim.com.au/training/student-information

Complaints, grievance and appeals process

AIMET has procedures in place for students and clients with a grievance or who wish to lodge a complaint in regard to any of the services or operations. We provide numerous feedback and appeal mechanisms for clients. If grievances or complaints cannot be resolved informally you have the right to appeal.

For further information, please refer to the Complaints, Grievances & Appeals Policy here http://www.aim.com.au/training/student-information

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. Within the period of **12 months** from the date the replacement training product was released on the National Register, learners must have either completed their training and have been issued with their AQF certificate, or they must have been transferred to the revised training product. The learner cannot remain in or be issued a certificate for a superseded training product beyond the 12 month time period from the release date published on the National Register.

Once a new qualification or unit of competency has been added to the scope of registration of AIMET, enrolments in the superseded item must cease as soon as practical and all new enrolments must be made into the revised qualification or unit of competency. Please note that, the Standards for Registered Training Organisations does allow enrolments in superseded qualifications to continue until the superseded qualification or unit is removed from the national register of the RTO (which occurs 12 months after it is superseded).

AIMET has taken the position to cease enrolments into superseded qualifications or units of competency as soon as possible in order to ensure learners are receiving the most current training product.

Learners who are enrolled in qualifications which are superseded part way through a training program are to be offered and encouraged to transfer their enrolment to the new qualification once it is obtained on AIMET scope of registration.

Where an AQF qualification is no longer current and has not been superseded, all learners' training and assessment is to be completed and the relevant AQF certification documentation issued within a period of **12 months** (unless otherwise advised) from the date the AQF qualification was removed or deleted from the National Register.

Where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of **12 months** from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National Register.

For further information, please refer to the Training Package Transitions Policy.

Privacy policy

From 12 March 2014, the Australian Privacy Principles (APPs) replaced the National Privacy Principles and Information Privacy Principles. AIMET is bound by Commonwealth law to handle Personal Information in accordance with National Privacy Principles. 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 here
http://www.aim.com.au/training/student-information

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, Request for VET

FEE-HELP Assistance form, 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. In the event that you request VET FEE-HELP we are also required to collect sensitive information, including your tax file number, which is stored securely via encryption and masked from visibility

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 licence) 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) or VET FEE-HELP.

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 Complaint, Grievances and Appeals Policy and Procedure published at http://www.aim.com.au/training/student-information.

Will my information be disclosed to overseas recipients?

Ordinarily information is kept in Australia but from time-to-time some information may be collected and stored by third party service providers in servers located offshore, including Singapore and Hong Kong.

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. In the case of VET FEE-HELP, if the requested information, such as tax file numbers, is not provided by the due date you will not be eligible to obtain VET FEE-HELP and fees may be recovered directly from you by AIMET.

Section 2: Student Enrolment, Conduct

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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.

Youth Allowance/AUSTUDY/ABSTUDY-Applicable Only for Onshore Students

Youth Allowance/Austudy/Abstudy is available to Australian, full time eligible students on approved courses. Youth Allowance is for people under 25 years of age; Austudy is for people 25 years of age and older. Aboriginal or Torres Strait Islander students can claim Abstudy instead of Youth Allowance.

When applying, you will need to include the nationally recognised training title and identification code for your course, as found on www.training.gov.au.

For more information, contact Centrelink by telephone on: 13 24 90

NB: Please contact Centrelink as soon as you complete your course, or if you obtain a job before you complete your course, so that benefits may be discontinued. You will be required to re-pay any overpayments received.

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 here http://www.aim.com.au/training/student-information

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 fee schedule is available on the website at http://www.aim.com.au/training/fee-help-and-vet-fee-help.

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.

An invoice for each study period you are enrolled in must be issued to you 14 days in advance of the census date for that study period.

Offshore students:

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

Acceptable methods of payment

- VET FEE-HELP- available for eligible onshore students only.
- MasterCard
- Visa
- American Express
- EFT
- Bank Deposit

VET FEE-HELP- Applicable Only for Onshore Students

VET FEE-HELP is available to assist eligible students studying diploma-level courses. It is an Australian Government loan scheme to support student with paying course fees.

Further information on VET FEE-HELP is available on the Commonwealth government's website studyassist.gov.au

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 Mutual Recognition 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 and/or Mutual Recognition you should indicate this during the application process. Please refer to the website for full details on RPL and Mutual Recognition http://www.aim.com.au/training/student-information .

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 Client Services team can help you with any other queries you may have. When you enrol in an accredited qualification, we will send you an enrolment form to complete. This form captures information about you and the training you are undertaking that AIMET is required to report through to the Australian Government.

Alternatively, you can register your interest online at www.aim.com.au.

Student Entry Procedure

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

The minimum age for students enrolling in vocational courses by AIM is 18 years at the time of enrolment.

It is a requirement to meet the entry requirements for the qualification you wish to enrol into. These entry requirements will be outlined to you at the time of application.
To enrol in Diploma and Advanced Diploma courses with AIM, you will need the ability to read and write English 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, or
- During the enrolment process, demonstrate that you have the skills and capability to succeed in the course by completing the Diploma Entry Test.
- 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.

To enrol at AIM contact one of our team who will send you our online enrolment form.

Then,

- Complete all the required fields on the online enrolment form
    - Make sure you have your Tax File Number (TFN) and Unique Student Identifier (USI) handy
    - If you don't already have a TFN you will need to apply for one by clicking on the following link and filling in a few details: Apply for a TFN
    - 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
    - To find out what exemptions apply to USI click here
- 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
- The minimum entry requirement for Diploma and Advanced Diploma courses with VET FEE-HELP is completion of Australian Year 12, or satisfactory completion of a Diploma Entry Test.
    - If you have completed Year 12 please provide a copy of your Senior Secondary Certificate of Education to our Student Support team. It's important to note, a copy of your Senior Secondary Certificate of Education

must clearly show the issuing authority (the peak education body in your state or territory) and date of issue.

- o If you have not completed year 12 or are not able to provide a copy of your Australian Year 12 certificate you will need to undertake the Diploma Entry Test.
- o The Diploma Entry Test forms part of the entry requirements for courses of study approved for VET FEE-HELP.
- o The test is an online test involving a series of questions designed to assess a learner's numeracy and literacy proficiency and should be undertaken with honesty and integrity.
- o Should you not pass the test on your first attempt you may be offered a second attempt.
- o Your results will be provided to you automatically after submitting the language, literacy and numeracy assessment online.
- o Your results will be reported to the Secretary (Dept. of Education and Training) in the form, manner and by the time requested by the Secretary.
- o Your test results will be retained by AIM for 5 years.
- If you selected VET FEE-HELP as your preferred payment option on your enrolment form you will receive an email containing your Request for VET FEE-HELP Form after 2 business days has elapsed.
  - o Please complete this form checking all pre-populated details are correct and then sign and submit it

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 10 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 or study coach 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/week 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 the refund policy available to you
- are aware of the RPL 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

1. Prior to acceptance of an Application for Enrolment the Australian Institute of Management Education and Training (AIMET) will:
   a. provide access to information to prospective students on the enrolment process, entry requirements
      i. For VET-FEE HELP students (**onshore only**); confirming cooling off period for requests, course fees and payment schedules, Withdrawals and Refund Policy and Complaints, Grievances and Appeals Policy, census dates and other associated course information, as published in the student handbook and on the website.
   b. provide access to information on RPL and credit transfer opportunities within the student handbook and on the website.
   c. ensure admissions staff confirm both a) and b) above directly with prospective students, and employers where necessary
   d. ensure course advising staff check the suitability of prospective students by discussing the following with the student:
      i. Career goals and suitability of the intended qualification towards fulfilling those career goals
      ii. Prior education and readiness to undertake further study at the level of the intended qualification

      iii. Any potential language, literacy and numeracy issues and support available to address these

2. Applications for Enrolment are assessed by suitably trained staff to ascertain the applicant's eligibility for entry to the desired course. Checking for eligibility for entry includes:

    a. Checking that the student has provided a year 12 certificate or has successfully undertaken the Diploma Entry Test (DET)
- Success defined as achieving an exit level 3 in ACSF
- Offshore students may provide an IELTS certificate including statement of results in order to demonstrate the ability to read and write to a year 12 level.

    b. Confirming that the provider believes the student displays the required competence

    c. Confirming that the student is over 18 years of age

    d. Contacting the student to:
- Provide information on the RPL and/or credit transfer process
- Instigate any assistance or advice the student might require in relation to special needs.
- Obtain any missing or incomplete information.
- Collect the students Tax File Number and Unique Student Identifier (USI) if not already provided
- Where the onshore student is seeking a VET FEE-HELP (VFH) loan to pay for their tuition fees the student is provided with a copy of the current VFH Student Information Booklet, a link to commonwealth's Study Assist website www.studyassist.gov.au , information about eligibility criteria and associated obligations of taking out a VFH loan, AIMET's Schedule of Fees, and after a 2 day cooling off period has been applied provision of a Request for VET FEE-HELP loan application form should they request one.

Further information can be location in the Enrolment Policy located here:
http://www.aim.com.au/training/student-information.

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.

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 Enrolment Policy located here:
http://www.aim.com.au/training/student-information.

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 658 337 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 form 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:
AIMET
Level 21, 580 George St
Sydney NSW 2000

Physical address:
Level 21, 580 George St
Sydney NSW 2000

Website:
www.aim.com.au

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 regards 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.

To commence that process, the student needs to complete an Application for Assessment Appeal Form, which is available from the website http://www.aim.com.au/training/student-information. If the trainer and assessor agrees there is a case, the review process will start within 10 working days of the receipt of the application.

In the event that the student is dissatisfied with the outcome of the Assessment Appeal or the way in which it was conducted, he/she has 20 days from the date on the written notification by AIMET in which to lodge an Internal Appeal to have the case reviewed.

All subsequent steps will be in accordance with the Complaints, Grievance and Appeals Process.

All formal appeal documentation will be sent to students on request by contacting AIMET. Further information can be located in the Assessment Appeals policy located here http://www.aim.com.au/training/student-information.

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 your 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 log book 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)

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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

Please note:

Printing this document may make it obsolete

For the latest version of this document always check here:

http://www.aim.com.au/training/student-information