

Participant Handbook

For participants completing
courses with the
Australian Institute of Management –
Qld & NT



Australian
Institute of
Management
QLD & NT

THE **COLOUR** OF LEARNING

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THE COLOUR OF LEARNING

Many reactions to colour are instinctual and universal. Colour can provide perspective and dimension... it defines our world and gives definition to the objects around us.

From guest speakers to site visits, from technology assisted learning to practical assessment pieces, learning with AIM incorporates pedagogy with practicality.

Our programs are continually refreshed and enhanced to ensure both Australian and global perspectives are relevant to the content matter, hence the underpinning connection to the colour of learning.

Learning with AIM is about gaining knowledge through many lenses. Regardless of the level at which a learner “enters” AIM, we strive to make the experience dynamic, responsive, rich and yes, colourful.



Contents

AIM Courses	5
Course Directory	5
Enrolling in a Course	5
Course Registration and Fees	5
Cancellation, Transfer and Refund	6
Course Changes	6
Course Materials	6
Statement of Attendance	7
Individual Needs	7
Confidentiality and Privacy	7
Copyright	7
AIM Training Venues	8
Dress	8
Mobile Phones and Pagers	8
Meals	8
Emergency Procedures and First Aid	8
Management House (Spring Hill)	9
Gold Coast (Robina)	10
Nationally recognised training	11
Background	11
The AIM Difference	11
Recognition of Prior Learning	11
Credit Transfer	11
Statements of Attainment and Qualifications	12
Competency Based Assessment	12
Assessment Completion Timeframes	12
Policies, Procedures and Legislation	13
Disciplinary Action	13
AIM Contacts	14
AIM Assessment Guidance	15
AIM Assessors	15



Assessment Timeframes	15
Assessment Guide	15
Evidence in an Assessment	17
Ordering of an Assessment	17
Confidentiality	18
Key Assessment Requirements	18
Attempt every question and task	19
Before starting the assessment	19
Doing the assessment	19
Before submitting the assessment	20
Submitting your assessment	20
Resubmission	21



AIM Courses

Course Directory

AIM's Course Directory is your connection to a wealth of knowledge and information networks. AIM'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.aimqld.com.au or telephone 1300 882 895 and the Client Services team will be more than happy to send you a hard copy.

Enrolling in a Course

Once you have selected your professional development pathway, it's as easy as calling 1300 882 895 to enrol. The Client Services team can help you with any other queries you may have.

Alternatively, you can register your enrolment online at www.aimqld.com.au.

Course Registration and Fees

1. All enrolments received are firm bookings. Tentative enrolments are not accepted
2. All course fees are payable at time of booking or within seven days of invoicing
3. The Client Services team will acknowledge all enrolments by email
4. Late enrolment will also be acknowledged by email
5. Payment may be made by credit card, direct deposit or cheque. All cheques should be made payable to the Australian Institute of Management - Qld & NT



Cancellation, Transfer and Refund

AIM policy guidelines in relation to cancellations, transfers and refunds are as follows:

- Cancellation will be accepted without charge where AIM is notified in writing at least seven days (five working days) prior to the scheduled commencement date.
- One transfer will be accepted without charge where AIM has been notified in writing at least seven days (five working days) prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST).
- Transfers or cancellations within three to seven days of the scheduled date will attract a 50 per cent cancellation fee.
- Transfer or cancellations within two days of the course date will attract the full fee.
- Non attendance on the day of the course will attract the full fee.
- Substitute participants are accepted at any stage up until course commencement.
- If a transfer or cancellation fee is charged, remaining monies will be held in credit for use within 12 months from the date of the original course booking.

AIM recognises that from time to time there will be instances where people who have enrolled in training need to either cancel that enrolment or transfer to an alternative training program at short notice due to unexpected circumstances of a personal or pastoral nature. Each instance of training cancellation, transfer or substitution requiring special consideration is addressed on its merits.

AIM reserves the right to cancel scheduled courses or vary the delivery method if sufficient participant numbers are not reached.

Course Changes

Course dates, times, course content and fees are occasionally subject to change. Should the need for such changes occur, every effort is made to inform course participants prior to the commencement of training.

Where nationally accredited programs are changed in line with changes to competency standards and/or curriculum, a two-year transition phase is provided to allow existing participants to complete their qualifications. Qualified staff is available to discuss the impact of changes to competency standards.

Course Materials

Each participant in an AIM course will receive a set of comprehensive course materials, including handouts and relevant reference materials.



Statement of Attendance

Each participant receives a Statement of Attendance that details the training undertaken and the date the course was attended. The certificate will be presented by the facilitator at the end of the last day of each course.

Individual Needs

AIM is committed to supporting participants with individual needs and provides support services ranging from disability access to support in English language, literacy and numeracy. Participants with individual needs or requirements for support services are encouraged to contact the Client Services Team by email or fax at least three working days in advance. This will assist with room allocation and lesson planning.

If you require support with English language, literacy and numeracy issues, please contact our Client Services Team on 1300 882 895, who are able to arrange an interview and assessment of abilities with a numeracy or literacy specialist. Some one-on-one support is provided during training and during the assessment process. Please note that additional support services are offered on a fee-for-service basis with a private coach or through another learning institute which is better suited to support your needs.

Confidentiality and Privacy

AIM sets the highest standards in relation to confidentiality of training records and achievements. AIM respects your right to privacy. We advise that the information that you may provide to us could be “Personal Information” as defined in the Privacy Act 1988 (Cth) (“the Act”).

The provision of the information is voluntary, but if this information is not provided AIM may not be able to process your enrolment or respond to your enquiry.

We may use your Personal Information to inform you about our products and services and may disclose it to Approved Third Parties (see our Privacy Statement). If you would like further information on AIM's privacy practices, or on how to access your Personal Information, view our Privacy Statement at www.aimqld.com.au or contact our Privacy Officer on 1300 882 895 or at privacy@aimqld.com.au.

Copyright

No part of AIM's publications may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information or retrieval system, without the prior permission of AIM Qld & NT. Requests for permission to use material contained in any publications should be directed to AIM. Subject to certain conditions we may be able to provide you with materials through a copyright release fee, royalties or a formal licensing arrangement.



AIM Training Venues

Dress

We encourage participants to dress in smart, casual and comfortable attire. AIM training venues are air-conditioned. Many participants bring a long sleeved top or jacket to account for personal preferences in room temperature.

Mobile Phones and Pagers

Participants are asked to switch off phones or mobile devices or set them to silent mode during class time. Frequent breaks are provided to enable participants to check messages.

Meals

Morning, afternoon tea and lunch are included in training fees. Please ensure you inform AIM of any special dietary requirements. Simply notify Client Services at least three days prior to the commencement of the course, by fax (07 3832 2497) or email courses@aimqld.com.au

Emergency Procedures and First Aid

Each participant will receive emergency evacuation instructions upon arrival at the AIM training venue. The course facilitator will provide more instructions in the event of an emergency. Qualified first aid officers are located at AIM premises. Contact the reception desk for any requirements in this area.

Management House (Spring Hill)

Management House is located on the corner of Boundary and Rosa Streets in Spring Hill. It is within walking distance of Brisbane's CBD.

Opening Hours

Management House is open from 7.30am Monday to Friday. Participants should arrive by 8.30am on the day of training and are welcome to relax with an early morning cup of tea or coffee in the dining room prior to an 8.45am start. Facilitators will greet participants in the dining room each morning and take them to their training room.



Parking

There is no parking available at Management House. A large public car park is located on the corner of Upper Edward and Boundary Streets, just opposite Management House, with an entrance located off Hope Street. Disabled parking is available on site by contacting the Venue Manager.

Public Transport

Management House is within walking distance of Brisbane's Central Train Station and bus stops. We recommend that you contact Translink on 13 12 30 for information on the most suitable public transport option for you.

Wheelchair Access

AIM has a designated disabled car park space in Rosa Street giving easy access to Management House.

Smoking

Management House is a "smoke free" environment and participants are requested to use our designated outdoor patio area only while smoking.



Gold Coast (Robina)

AIM's Robina office is located on Level 1, Eastside, 232 Robina Town Centre Drive, Robina. It is located five minutes from the thriving hub of Robina Town Centre.

Opening Hours

Our Robina venue is open on all training and event days.

Parking

Our Robina venue does not have parking available for participants and visitors. Some street parking is available. If you require disabled parking please contact the Venue Manager about your requirements.

Public Transport

Our Robina venue is located approximately five minutes walk from Robina Train Station and bus stops.

We recommend that you contact Translink on 13 12 30 for information on the most suitable public transport option for you.

Wheelchair Access

Our Robina venue has access ramps and lifts suitable for wheelchair access to all training rooms. Please contact the Venue Manager if you require disabled parking.

Smoking

The Robina venue is a "smoke free" environment and participants are requested to use the designated outdoor areas only while smoking.





Nationally recognised training

Background

Nationally recognised training is any training that meets the outcomes set down in either Training Packages or Accredited Curriculum and endorsed by the National Quality Council (NQC). These outcomes have been determined through an extensive consultation process including State and Federal training authorities, industry representatives, employee representatives and Industry Skills Councils (ISCs).

AIM offers a suite of training programs that form the building blocks to the achievement of nationally recognised qualifications, from Certificate IV to Advanced Diploma. Participants can choose from a number of speciality areas including Human Resource Management, Business Management, Business Development, Sales, Marketing, Project Management, Training and Assessment and Frontline Management.

Details on AIM nationally recognised qualifications can be found in the Online Course Directory at www.aimqld.com.au or call Client Services on 1300 882 895 to request a printed version.

The AIM Difference

Each Registered Training Organisation (RTO) has the flexibility to develop its own course material around the requirements of the Training Package. The Statement of Attainment and Qualification received upon successful completion of all assessments is nationally recognised and meets the same competency standards as other RTOs. The depth of content, the way in which content is delivered, and the experience of facilitators combine to form AIM's point of difference.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a legitimate assessment pathway that enables candidates to demonstrate competence from prior experience and learning. The experience and learning can be work based and/or non-work based. RPL candidates submit a portfolio of evidence to AIM for assessment and undergo an interview as part of the assessment process.

RPL is available for every accredited course that AIM offers.

Please refer to our website for further information on the RPL process:

www.aimqld.com.au/training/rpl.htm.

Credit Transfer

RTOs in Australia operate within the Australian Quality Training Framework (AQTF). Statements of Attainment and Qualifications issued by other RTOs will be recognised by AIM and may count as credit towards a qualification with AIM.

For further advice, please contact the Client Services team on 1300 882 895.



Statements of Attainment and Qualifications

A participant who has been assessed as competent in a unit of competency will be awarded a Statement of Attainment. The relevant type and number of Statements of Attainment build to provide a Qualification.

A Statement of Attainment or Qualification issued by AIM Qld & NT is an official document, imprinted with the Nationally Recognised Training logo and will be recognised by other Registered Training Organisations across Australia.

Competency Based Assessment

Each participant enrolled in Nationally Recognised Training may choose to undertake assessment, with the aim of obtaining a Statement of Attainment or Qualification. Assessments have been designed with a focus on workplace outputs. Each nationally recognised training program has its own Assessment Kit which provides an assessment tool designed to help you collect evidence of your competency.

To assist in the evidence gathering process a variety of assessment methods are used. These include

1. Underpinning Knowledge Questions
2. Documentary Evidence
3. Third Party Reports

Each assessment method provides a different type of evidence. Taken together, the complete assessment provides a well rounded picture of your ability to perform competently and confidently in the workplace to the level set down in the Competency Standards.

Assessment Completion Timeframes

Individual Units of Study:

AIM understands the time constraints that participants are under to complete assessments and go about their daily lives. AIM strongly supports completing assessments when the information is still fresh and relevant in your mind.

For each unit of study there is a 10 week time limit from the day the course is run to when the assessment should be submitted. For example, if you attend a workshop for BSBMGT505A Workplace Safety on 1 October 2011 you will have 10 weeks from that day to hand in the assessment. If you cannot submit the assessment by the due date you will need to fill out and send to AIM an Application Extension form. AIM will then contact you to discuss your circumstances.



Full Qualification:

You have up to two years to complete all units of study at any qualification level. For example, if you are enrolled in the Diploma of Management and your first workshop is on 1 October 2011 you will need to complete all relevant units of study by 1 October 2013. If an extension of time is required for individual units during this time, you will need to follow the same process as outlined above.

When enrolled in a full qualification the 10 week time frame applies for each individual unit of assessment. The two year time frame is to complete **all** units of study towards a qualification.

Policies, Procedures and Legislation

AIM has policies and procedures in place that support participants and AIM's accreditation as a Recognised Training Organisation and a Quality Assured organisation under AS/NZS ISO 9001.

As a participant, the policies that may have an impact on you include:

- Grievance and Appeals
- Workplace Health and Safety
- Access and Equity
- Language, Literacy and Numeracy
- Cancellation, Transfer and Refund

These policies are available on our website at www.aimqld.com.au. If you would like a copy of these documents and do not have access to the Internet, please contact Client Services on 1300 882 895.

Disciplinary Action

AIM has a policy outlining the disciplinary action in relation to participants who are in breach of the AIM code of conduct for participants. All participants are entitled to access face to face sessions and workshops free from disruption by others.

Should a participant disrupt a course it will be brought to the attention of the Manager, Learning & Development. After this has been noted on three occasions on the day of delivery, the participant will be removed. On more serious occasions, the participant may be directly removed from the class at the discretion of the facilitator, in consultation with the Manager, Learning & Development. The disciplinary action that is taken will be recorded on their student record for future reference.



AIM Contacts

Area	Contact	Phone	Email Address
Enrolments, transfers, cancellations, refunds and general enrolment enquiries	Client Services	1300 882 895	courses@aimqld.com.au
Assessments and assessment support	Assessment Manager	1300 882 895	assessment@aimqld.com.au
Curriculum and qualification advice	Learning & Development Manager	1300 882 895	courses@aimqld.com.au



AIM Assessment Guidance

Undertaking a qualification with AIM requires a number of the skills you would be expected to demonstrate in a management role at work. For example the ability and discipline to

- Plan tasks
- Prioritise tasks
- Manage your time
- Organise information in a logical and clear manner

The following assessment information provides some useful guidelines and strategies for program participants and workplace managers and sponsors of training. The content covers:

- Assessment guidance
- Resubmission guidelines
- Where to go for assistance

AIM Assessors

AIM assessors comply with the Australian Quality Training Framework (AQTF) requirements for assessors. AIM assessors come from a range of different professional backgrounds and have tertiary qualifications and direct management experience.

Assessors are looking for evidence of your competence and your knowledge in the assessed area.

Assessment Timeframes

Set yourself approximately:

- 8 – 10 hours per competency to complete each Certificate IV level assessment
- 10 – 15 hours per competency to complete each Diploma or Advanced Diploma level assessment

Assessment Guide

Use the table below as a reference point for your assessment. It is important to note that the volume of words is less important than answering the question fully and accurately.



	Guide to assessment answers	Approximate guide to length of answers
Certificate IV (AQF level 4)	<ul style="list-style-type: none"> Your answers may include lists using bullet points; however sentences and short paragraphs are preferred. Examples of how you apply concepts at work are required. The examples you give must be realistic and achievable for your organisation. If you use material from other sources, the material must be referenced. 	<ul style="list-style-type: none"> Underpinning knowledge questions – ½ to 1 page Work-based projects – 1 to 1½ pages per task
Diploma and Advanced Diploma (AQF level 5-6)	<ul style="list-style-type: none"> Reference to training concepts and how you have applied (or may apply) them at work is expected. Answers may include bullet points, however descriptive answers are expected. Work-based examples are expected. Complete description of attachments is expected. If you use material from other sources, the material must be referenced. For example: Smith, J (2004) <i>The Guide to Assessments</i>, Academic Press. 	<ul style="list-style-type: none"> Underpinning knowledge questions – 1 page per question Workbased projects – 1½ to 2½ pages per task

Summers, J & Smith, B (2006) *Communication Skills Handbook*, 2nd edition, John Wiley & Sons Australia is a good source of information on referencing.



Evidence in an Assessment

You will be asked to provide evidence of your competency in an assessment task. Evidence is proof of how you apply skills on the job.

The evidence must demonstrate your competence in the workplace. There are many concrete ways to demonstrate evidence, including the following:

- Emails, newsletters
- Task or job descriptions, instruction to or from colleagues
- Third party testimonials (such as a colleague, manager, direct report)
- Team meeting minutes/agendas
- Feedback, 360 °results, action plans (formal/infor mal)
- Reports you have prepared
- Survey or customer feedback summary.

If the assessor deems there are gaps in the evidence you submit, you may be asked to resubmit your assessment. Your resubmission will need to address the identified gaps.

Ordering of an Assessment

Number each piece of evidence in numerical order (use bold font, italicise or underline). Please label attachments clearly with the question or task number and add a heading and brief description (one sentence) to each piece of evidence to explain what the evidence is showing. For example:

- (Task)** → **Task 1**
- (Heading)** → Attachment 1 Minutes of Monthly Team Meeting
- (Sentence)** → 'Attachment 1 is a copy of the minutes of our monthly team meeting. The highlighted actions indicate the action I took as Team Leader in relation to....'



Confidentiality

If you have concerns over the confidential nature of the information in your submission please speak to AIM.

AIM assessors and other staff are bound by the Privacy Act. When you submit an assessment with AIM you can be assured that we will treat all workplace information with care.

All assessment documentation is treated as commercial in confidence.

All materials submitted will only be used for the purpose of assessment and will be stored securely. Only qualified assessors and administration staff involved in the assessment process will have access to student assessments.

Key Assessment Requirements

The table below provides a description of key assessment requirements.

Analyse	Break the subject down into its parts and then consider each individually and/or into the inter-relationships between components
Choose	Pick one
Comment	Make critical observations about the subject
Describe	Provide a description of facts, processes and events. Do not attempt to explain, interpret or analyse them.
Discuss	Examine both sides of the concept or theory: for and against. Back up with examples of what happens in your workplace. Or use strengths and weaknesses format.
Explain	In your own words make the concept clear by using workplace examples
List	Make a dot point list of items, one after another (like a shopping list or footy ladder)
Outline	Provide an organised description or an ordering of information stating the main point but omitting the details
Review	Re-examine, analyse and comment briefly, in an organised sequence, on the major points of an issue
State	In your own words



Attempt every question and task

If you are unable to answer based on your current role please think into the future or use past roles.

You may work collaboratively on work based projects. If you do so, please ensure your submission is in your words and that you clearly explain your role in the work based projects on which you collaborated.

Before starting the assessment

- Carefully read through the Assessment Kit
- Think about what is being asked of you
- Become familiar with the unit of competency that will be assessed
- Plan the time you will need to answer the questions
- If you have any problems understanding or answering a question or task please seek clarity from the Assessment Manager on 1300 882 895 or via assessment@aimqld.com.au

Doing the assessment

- Read each question carefully.
- Answer all parts of the question fully. Sometimes a question may have more than one part to it. For example: 'List the three barriers to communication and discuss one method to overcome each of those barriers'.
- One word answers are not acceptable unless asked for.
- Use the word "I". The assessor wants to know what YOU did, how YOU did it, why YOU did it and how well YOU did it.
- Gather and attach relevant evidence of what you have done and achieved. Back up what you say with evidence such as emails, feedback, diary notes, reports and plans.
- Answer each and every question in your own words. Copying directly from the course materials or other sources will result in you having to resubmit the assessment.
- When asked to provide an example from your workplace, be specific. Try to avoid broad, generalised statements about what happens generally in the workplace and discuss actual examples.
- Any queries relating to assessment tasks, assessment administration, extensions or your assessment results should be directed to the Assessment Manager: Phone: 1300 882 895 Fax: 07 3832 2497

Email: assessment@aimqld.com.au



- Don't let assessments build up. If you are experiencing difficulties talk to your manager or contact the AIM Assessment unit.

Before submitting the assessment

- Fill out and use as your cover page the Candidate Declaration form. This form **MUST** be submitted with your assessment.
- Check that all of your evidence is labelled clearly.
- Check that every question is answered fully.
- Check that every answer is preceded with the question it is answering.
- Make sure you have a complete copy of your assessment before sending it in case it goes astray and you have to resubmit. Please note that once your assessment has been marked and the result recorded, your submission will be securely destroyed.

Submitting your assessment

- Candidates may submit their assessment electronically or in hard copy.
- If submitting the assessment in hard copy, please staple it securely. Do not submit assessments in display books, binders or folders or on paper clipped together.
- The different ways you can submit your assessment can be found in the table below.

Submit by mail	Submit in person	Submit by email
Assessment Manager AIM Qld & NT PO Box 200 Spring Hill Qld 4004	The after-hours Library Chute AIM Management House Cnr Boundary and Rosa Sts Spring Hill	assessment@aimqld.com.au Any assessment files sent by email must be in PDF format and should contain the candidate's name, the program name and which part of the assessment it relates to. For example: John Citizen_The New Supervisor_ Underpinning Knowledge Questions.pdf



Resubmission

If your assessment has been deemed 'Not Yet Competent' you will need to resubmit it, addressing the issues outlined by the assessor.

Please note:

- You may resubmit more than once if your result remains 'Not Yet Competent'. If you resubmit more than once a fee may be charged.
- Some participants' work is returned because it is disorganised and difficult for the assessor to read. Please present your work to a standard that would be acceptable in your workplace.
- Make sure you make a copy of your assessment and resubmission so that if it goes astray you will be able to resubmit it without having to redo the whole assessment.
- If you are not clear about what extra evidence you need to provide please contact the Assessment Manager by:

Phone: 1300 882 895

Email: assessment@aimqld.com.au

When resubmitting:

- Read all the comments from your assessor. These comments will identify exactly what you need to resubmit to AIM.
- Label your new work as a RESUBMISSION.
- Clearly label each element of the resubmitted work (i.e. Question 1, Task 2, etc).
- If you include additional documents, label each one clearly and identify the Questions or Tasks to which they relate.
- Include a brief note to the Assessment Manager, advising that you are returning a submission to AIM and date and sign the note.

Return to AIM the following:

- A covering letter or note
- The original assessment which will include the Assessor's Comments Cover Page
- Your resubmission