



AIM QLD & NT Participants Handbook

PUBLISHED BY:

Australian Institute of Management - Qld & NT
Management House
Cnr Boundary & Rosa Streets
PO Box 200
Spring Hill Qld 4000
Australia

Phone: 61-7-3227 4888
Facsimile: 61-7-3832 2497
Web: www.aimqld.com.au

Copyright 2006 Australia

© Australian Institute of Management – Qld & NT

No part of this document may be copied, reproduced (including by making any electronic or digital copy), published or communicated to the public in any form or by any means without the prior permission of the members of the Executive Management Committee established by the Australian divisions of the Australian Institute of Management. This restriction also applies to all affiliates and associates of the Australian divisions of the Australian Institute of Management.

Welcome

Congratulations on your enrolment; we commend you on your commitment to personal and professional development and thank you for choosing AIM as your learning partner.

This guide is intended to provide prospective and new participants with a comprehensive induction to ensure your journey with us is smooth and enjoyable.

Our team welcome your call should any additional information be required and look forward to providing any necessary support.

TABLE OF CONTENTS

Welcome	3
General information	5
Location	5
Opening Hours	5
Parking.....	5
Public Transport	5
Dress.....	5
We encourage participants to dress in smart, casual and comfortable attire. As Management House is air-conditioned, it is advisable to bring a long sleeved top or jacket.....	5
AIM Courses	6
Course Directory	6
Enrolling in a Course	6
Course Registration and Fees	6
5. All cheques should be made payable to the “Australian Institute of Management - Qld & NT” (AIM Qld & NT) Cancellation, Transfer and Refund	6
Cancellation, Transfer and Refund	7
Course Changes	7
Course Materials	7
Individual Needs.....	8
Smoking.....	8
Mobile Phones and Pagers	8
Meals	8
Emergency Procedures and First Aid	9
Confidentiality and Privacy	9
Copyright.....	9
Nationally recognised training	10
Background.....	10
The AIM Difference	10
What is Competency Based Assessment?	11
How Long Do I Have to Complete My Assessment?	11
Statement of Attendance	12
Statements of Attainment and Qualifications	12
What is Recognition?	12
What if I have completed training at another RTO?	13
Policies, Procedures and Legislation	14
Access and Equity	14
Equal Opportunity	14

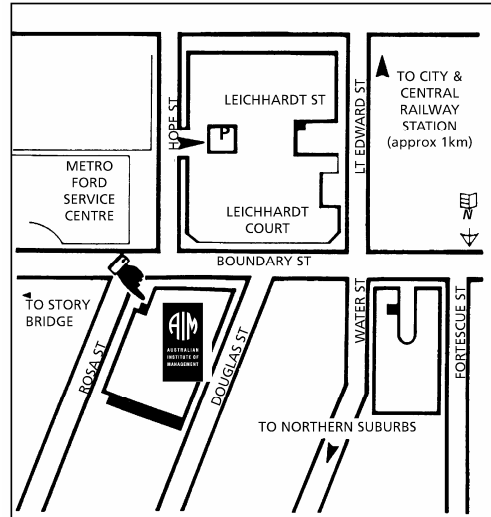
General information

Location

Management House is located on the corner of Boundary and Rosa Streets in Spring Hill. It is within walking distance from Brisbane's CBD; far enough to escape the pace of the city yet easily accessible via public transport.

Opening Hours

Management House is open from 7:30am Monday to Friday. Participants should arrive at around 8:30am and relax with an early morning cup of tea or coffee in our 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 a large public car park on the corner of Upper Edward and Boundary Streets, just opposite Management House, with an entrance located off Hope Street. Disabled parking is available. Please contact the Venue Manager about your requirements.

Public Transport

Management House is within walking distance of Brisbane's Central Train Station and bus stops.

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

Dress

We encourage participants to dress in smart, casual and comfortable attire. As Management House is air-conditioned, it is advisable to bring a long sleeved top or jacket.

AIM Courses

Course Directory

AIM's Course Directory is your connection to a wealth of knowledge and information networks. Our courses leverage off AIM's 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 our Client Services team on 13 16 48 who will be more than happy to send you a copy.

Enrolling in a Course

Once you have selected your professional development pathway, it's as easy as calling 13 16 48 to enrol. Our friendly Client Services staff are waiting for your call and 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 bookings received are firm bookings (tentative bookings are not accepted)
2. All course fees are payable at least one week in advance and bookings are not confirmed until payments or authorised purchase orders are received
3. Our Client Services team will acknowledge all enrolments received in writing
4. Late registration will be acknowledged by facsimile to the nominated person
5. All cheques should be made payable to the "Australian Institute of Management - Qld & NT" (AIM Qld & NT)

Cancellation, Transfer and Refund

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. There may also be instances where sponsors of training may elect to substitute another person in lieu of original enrolment.

We consider each instance of training cancellation, transfer or substitution on its merits, however AIM reserves the right to set specific policy guidelines to cover these.

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

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, we make every effort 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 students to complete their qualifications. Qualified staff are available to discuss your options at a time suitable for you.

Course Materials

Each participant will receive a set of comprehensive course materials, including handouts, copies of overheads and reference materials.

Individual Needs

AIM is committed to supporting participants with individual needs and provides support services ranging from disability access to support for participants with English language, literacy and numeracy issues. We encourage participants with individual needs to contact our Client Services team by email or fax at least three working days in advance. This will help to assist with room allocation, menu changes etc.

If you have any queries or concerns with English language, literacy and numeracy issues, please contact our Client Services team on 13 16 48, who are more than happy to arrange an interview and assessment of abilities with a literacy specialist. Some one-on-one support is provided during the training and is also offered during the assessment process. Please note that additional support services are offered on a fee-for-service basis with a private coach or we can direct you to another learning institute which is better suited to help you with your needs.

Wheelchair Access

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

It is the intent and desire of AIM that equal employment opportunity will be provided in employment, promotions, wages, benefits, and all other privileges, terms and conditions of employment, including decisions on redundancies, retrenchment and termination as well as the offer to provide services on behalf of AIM, enrolment in AIM's training programs or access to any of AIM's products and services.

Smoking

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

Mobile Phones and Pagers

We appreciate that your busy lifestyles often mean being on call. However, in the interests of other participants we ask that mobile phones and pagers be switched to silent mode during the course.

Meals

Included in your training fees are morning and afternoon teas which generally comprise of biscuits, muffins, pastries and a selection of fresh fruit. Lunch is usually a smorgasbord selection of hot and cold dishes. Our on-site Chef will prepare meals for any participants who have special dietary requirements. Simply notify our Client Services team 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 Management House. Your Course Facilitator will provide more instructions in the event of an emergency. We have qualified First Aid Officers on-site and ask that you contact our Reception Desk for any requirements in this area.

Confidentiality and Privacy

Every effort is made to maintain the 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 registration or enquiry.

We may use your Personal Information to tell 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 13 16 48 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 (2002). Requests for permission to use material contained in any publications should be directed to the Manager, Education Operations. Subject to certain conditions we may be able to provide you with materials through a copyright release fee, royalties or a formal licensing arrangement.

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 Australian National Training Authority (ANTA). These outcomes have been determined through an extensive consultation process including State and Federal training authorities, industry representatives, employee representatives and Industry Training Advisory Bodies (ITABs).

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

Our Online Course Directory can be found at www.aimqld.com.au or call Client Services on 3 16 48 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. Whilst the Statements 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 at AIM is well regarded in the industry. Remember, competency standards only describe minimum standards of performance – AIM strives for best practice.

What is 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. Theory Questions
2. Documentary Evidence
3. Assessor Interview
4. Third Party Evidence Reports

Each tool provides a different type of evidence, which alone is not sufficient to demonstrate competence, however together provide a well rounded picture of your ability to perform competently and confidently in the workplace to the level set down in the National Business Services Competency Standards.

Once assessment has been successfully completed, a Statement of Attainment will be issued, and where all requirements are fulfilled a Qualification will be awarded.

How Long Do I Have to Complete My Assessment?

Individual Units of Study:

We all lead very busy lives. Because of this, AIM is sympathetic to the time constraints that delegates are under to complete assessments and also go about their daily lives. We do however have to put a time frame in place so that when completing assessments the information is still fresh and relevant in your mind. For an individual unit of study there is an 8 week time limit from the day the course is run to when the assessment needs to be submitted. For example : if you attend a workshop for BSBMGT505A Workplace Safety on the 01st October 2006 you will have 8 weeks from that day to hand in the assessment. In the event of a course that has two or more integrated units of study a 10 week time frame will apply if you cannot submit the assessment by the due date you will need to fill out an "Application for an Extension of Time" form. Serious consideration will be given as to the requirement of an extension of time. In the event that the evidence or reason is not sufficient to grant an extension a \$30.00 late submission fee will be charged.

Full Qualification:

You will have two years to complete all units of study at any qualification level. For example : If you are enrolled in the Diploma of Front Line Management and your first workshop is on the 1st October 2006 you will need to complete all relevant units of study by 1st October 2008. If an extension of time is required you will need to follow the same process as outlined above.

PLEASE NOTE: When enrolled in a full qualification the 8/ 10 week time frame applies for each individual unit of assessment. The 2 year time frame is to complete ALL 8 units of study for a Cert IV qualification or 11 units of study for a Diploma qualification.

Statement of Attendance

Each participant will receive a 'Statement of Attendance' that details the training undertaken and the date for each course attended. The certificate will be issued by the facilitator at the end of the last day of the course.

Statements of Attainment and Qualifications

For those undertaking nationally recognised training, Statements of Attainment will be issued to all participants upon successful completion of their assessment. For those participants enrolled in a full qualification the Qualification Parchment will be issued once all units' assessments are completed and assessed as competent. These are official documents, imprinted with the Nationally Recognised Training logo and are recognised by other Registered Training Organisations across Australia. Statement of Attainments are issued automatically on successful completion of assessments. Full Qualification Parchments rely on the participant filling out a 'Qualification Application' form when you think you have completed all relevant units of study. There is no cost involved in the application it is simply a request for AIM to issue your Qualification Parchment. The form is downloadable from the AIM website or can be sent by email or hard copy on request.

What is Recognition?

Recognition (or Recognition of Current Competency/Prior Learning) provides participants with the opportunity to receive recognition for their existing skills and knowledge. The required skills and knowledge may have been developed through workplace experience, life experience and/or previous study.

Recognition is provided on a course by course basis. If you believe you may be eligible for recognition, you should speak with one of our qualified staff members regarding your application and the recognition process.

We invite you to contact Client Services on 13 16 48 for further information.

What if I have completed training at another RTO?

RTOs in Australia operate within a nationally accredited training framework. All Statements of Attainment and Qualifications gained within the Business Services Training Package, or any other Training Package, will be automatically recognised by AIM. Statements of Attainment, in this instance, can contribute toward a Qualification at the appropriate level.

Where your Statements of Attainment are gained through the study of accredited Course Curriculum, AIM cannot guarantee automatic credit. Where Competency Standards gained are not clearly stated in associated documentation, a mapping exercise of competencies achieved against endorsed Training Package competencies may need to be undertaken. Where gaps exist, delegates may be requested to provide further evidence, or undertake further training before undergoing assessment.

For further advice, please contact our Learning and Development team on 13 16 48.

Policies, Procedures and Legislation

To ensure we provide a consistently high quality of service, AIM has policies and procedures in place that support our accreditation as both a Recognised Training Organisation (RTO), and an organisation that is Quality Assured under AS/NZS ISO 9001.

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

- ◆ Grievance and Appeals
- ◆ Occupational Health and Safety
- ◆ Access and Equity
- ◆ Language, Literacy and Numeracy
- ◆ Anti-Discrimination
- ◆ Sexual Harassment
- ◆ Plagiarism
- ◆ Cancellation, Transfer and Refund

Full versions of these policies are available by visiting 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 13 16 48.

Access and Equity

AIM is built upon teamwork and equal opportunity and is committed to develop and implement a program of non-discrimination and affirmation action. AIM subscribes to the principles of an equal opportunity employer and will recruit, interview, hire, classify, select for training, promotion, demotion, discipline, rates of pay or other compensation, transfer, termination, enroll in training courses and events, and offer membership without regard to race, religion, creed, colour, national origin, physical disability, sex, age or relationship status.

Equal Opportunity

AIM has divided the Equal Opportunity legislation into two main areas:

- Anti-discrimination legislation, which prohibits the denial of employment and training and its benefits, based on certain grounds. Sexual harassment is considered a form of discrimination.
- Affirmative Action legislation which attempts to prevent discrimination from occurring by identifying and eliminating barriers facing women and other minority groups in employment and training.

Discrimination

Discrimination is any practice that makes distinction between individuals or groups so as to arbitrarily advantage one and disadvantage the other. Discrimination occurs when somebody is treated less favourably on the grounds of the following attributes:

- sex
- imputed characteristics (stereotypes)
- parental status
- lawful sexual activities
- marital status
- race
- age
- impairment (physical or intellectual)
- religion
- political belief or activity
- trade union activity
- pregnancy or breastfeeding

Sexual Harassment, Victimisation & Bullying

Sexual harassment is defined as an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances. Sexual Harassment as defined under the Commonwealth Sex Discrimination Act 1984 occurs when:

the person makes an unwelcome or uninvited sexual advance, or an unwelcome or uninvited request for sexual favours, to the person harassed, or engages in other unwelcome or uninvited conduct of a sexual nature in relation to the person harassed

Examples of sexual harassment include:

- unwelcome or uninvited physical touching
- sexual or suggestive comments, jokes or innuendoes
- unwelcome or uninvited request for sex
- intrusive questions about a person's private life
- the display of sexually explicit material (eg posters, pictures)
- unwanted invitations
- staring or leering
- sex based insults or taunts
- offensive communications, including telephone calls letters, faxes and email.

Responsibility

AIM has appointed the Senior Managers as the responsible officers in relation to Equal Employment Opportunity, Discrimination, Sexual Harassment or Vilification. The role of the Senior Manager is that of guidance, advisor to employees, monitoring compliance and employee counselling. Senior Managers are responsible for compliance in their own department and can seek advice and assistance from the CEO.

Management has the overall responsibility of carrying out the organisation's Access and Equity Policy and Procedure in their respective business units.

AIM Management, employees, contractors, delegates and visitors to AIM Management House are responsible to ensure this policy is adhered to at all times.

Disciplinary Action Policy

To ensure a high standard of delivery and outcomes for all participants, AIM has a policy outlining the disciplinary action of participants. This policy covers the action for students in breach of the AIM code of conduct for participants.

In the event of participants disrupting the course, the facilitator will bring this 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 was taken will be recorded on their student record for future reference.

AIM Contacts

Area	Contact	Direct Phone	Email Address
Enrolments, transfers, cancellations, refunds and general enrolment enquiries	Client Services	13 16 48	courses@aimqld.com.au
Assessments, recognition, student support and general training enquiries	Learning and Development	3227 4851	assessments@aimqld.com.au

Discography of Impacting Legislation and Governance

Workplace Health and Safety Act 1995

The objective of this Act is to prevent a person's death, injury or illness being caused by a workplace, by a relevant workplace area, by work activities, or by plant or substances for use at a workplace.

Anti-Discrimination Act 1991

One of the purposes of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation.

Disability Discrimination Act 1992

The object of this act is to eliminate, as far as possible, discrimination against persons on the ground of disability.

Vocational Education, Training and Employment Act 2000

Vocational Education, Training and Employment Regulation 2000

The Vocational Education, Training and Employment Act 2000 was introduced by the Queensland Government to provide a legislative foundation for flexible high quality training to support Queensland's workforce, both now and in the future. The legislation has introduced better regulation of the apprenticeship and traineeship system and a more effective structure for providing advice on vocational education, training and employment matters to the government.

End of Document.