

# Student Handbook



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## **1. Introduction to Institute of Management**

Welcome to your training and assessment journey with the Institute of Management (IM). We are looking forward to a great partnership to better provide you with a successful and rewarding experience.

IM is the one learning and development partner that provides organizations and individuals with practical skills and capability based on real experience.

Our public and on-demand programs are based on real experiences and real results achieved by qualified trainers and consultants on some of the largest and most demanding projects. We bring a very practical approach to help individuals and organizations create and strengthen management capabilities.

We are nationally and internationally accredited, with programs that provide pathways to recognised industry certifications and qualifications. Our focus is improving individual and organization effectiveness and performance.

## 1.1. Code of Conduct

The Code of Conduct has been designed to guide employees and contractors in the principles that govern the way in which persons must conduct themselves while doing business.

Where there are laws they must be obeyed. Where there are none, integrity, personal responsibility and common sense should always dictate actions. This Code of Conduct applies to all staff and contract trainers and assessors.

Each employee has the responsibility to ensure that it is not breached. Infringement of the Code of Conduct may result in disciplinary action, including termination of employment in serious cases.

Breaches of the Code of Conduct are dealt with in accordance with the relevant policies and procedures and contractual arrangements as the case may be.

The Code of Conduct is available on request.

### **Training and Assessment services**

IM is committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken.

### **Issuance of Qualifications**

IM will promptly provide copies of all qualification and statements of attainment achieved by enrolled students and provide ongoing assistance to enquiring students with regard to their record of achievements and statements of attainment.

### **Financial Management**

IM applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies as outlined on the IM website.

### **Records and Information Management**

IM is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past students. All staff employed by IM will be required to apply to the provisions of the Privacy and Protection of Personal Information Act 1998.

## 1.2. Code of Practice

<b>Access and Equity</b>	IM will provide assistance to all clients to identify and achieve their desired outcomes. IM is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.
<b>RPL (Recognition of Prior Learning)</b>	IM is committed to supporting RPL enquiries and requests from potential and enrolled students. Enrolling students are supplied with relevant RPL information via the IM website at initial contact. Further support is provided with relevant RPL tools following RPL application.
<b>Client feedback</b>	IM is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services.
<b>Provision of information</b>	Clear and accurate advice is provided to all enrolling students at IM. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.
<b>Legislative Compliance</b>	IM conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to OH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and training legislation.
<b>Marketing Accuracy</b>	IM is committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information.
<b>Complaints and Appeals</b>	The complaints and appeals policy of IM shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in the management meetings and client feedback forms shall be raised detailing the actions required to arrive at satisfactory resolve of each complaint and grievance.

## **2. Student Information**

### **1.1. Admission Information**

IM is committed to providing equal opportunity and promoting inclusion for all students. Generally there are no restrictions placed on entry to our courses. Details of any pre-requisites are detailed in the course information.

### **1.2. Enrolment and Fees**

Details of enrolments and fees for all training workshops are through our website, [www.im.edu.au](http://www.im.edu.au)

### **1.3. Refund Policy**

Details of our refunds policy is available on our website, [www.im.edu.au](http://www.im.edu.au)

### **1.4. What to expect as a Student**

At the start of the training workshop students will be introduced to IM and our learning methodology. Students will be given clear information on how their learning journey will be viewed and what measures are put in place for monitoring purposes. As well as clear guidelines on how to achieve competencies in the units enrolled including instructions on completing tasks, activities and timelines.

Information will generally include:

- Outcomes expected from the learning
- How the delivery will occur
- Assessment procedures, if applicable
- Delivery and assessment timelines
- Introductions to trainers, facilities and resources
- OH&S issues and procedures for in-centre or in-house learning
- Student expectations and responsibilities
- Trainer/assessor expectations and responsibilities.

### **2.1. Learning and Assessment Strategies**

IM is committed to equal opportunities when it comes to your learning and assessment journey. IM recognizes and values that our students may come from a wide range of workplaces, and a range of cultural backgrounds and education levels. Therefore ensuring inclusivity and equity practices are critical aspects of IM practices.

Students should not feel disadvantaged as we will advocate their rights to equal access and training. Our trainers and assessors will provide flexible opportunities to assist you in the completion of your course. We are dedicated to provide a learning and assessment environment that is fair, safe and enjoyable. Allowable adjustment will be implemented to secure fairness without jeopardising the integrity of the assessment process.

## Delivery Modes

The workshop is delivered face to face in a classroom environment. It combines face to face trainer led theory sessions and practical sessions involving small group and individual activities.

Students are provided with training material, which include all materials used in the training sessions, assessment materials and a reference text.

Assessment methods for a qualification are fair, valid, reliable and equitable. They are conducted typically through a combination of simulated work, written Q&A, discussion and contribution during the workshop and a knowledge multiple choice quiz. Students can also be assessed through RPL (see section below).

Students who successfully demonstrate competence against all the relevant national standards for the training package will receive a qualification.

## Duration

Every course has its own set duration as detailed in the relevant course outline

Students must complete their qualification within 12 months of enrolment for their particular qualification.

## Delivery and Assessment Staff

All of our trainers and assessors are practicing project managers with a high level of project management industry experience. All of our trainers and assessors have Certificate IV in TAA, or where they do not they will be supervised by a qualified member of staff.

## Flexible Learning

Wherever possible, IM offers flexible approaches to learning and assessment. Options include:

- Workshop and facilitated assessment workshop
- Workshop and self paced assessment
- Recognition of Prior Learning (RPL)
- Combination of methods

Assessment options must comply with the Training Package requirements.

## Recognition of Qualifications issued by other RTOs

IM recognises qualifications and statements of attainment issued by any other RTO and communicates this recognition through its information provided to potential and enrolling students

### Recognition of Prior Learning (RPL)

RPL or Recognition of Prior Learning can be used for you to demonstrate your competency against a vocational qualification. You can demonstrate your RPL by showing that you have completed a previous related training course, have work or life experience related to the qualification, or have part-completion of a similar qualification.

See the IM website, [www.im.edu.au](http://www.im.edu.au) for more details on demonstrating RPL.

## 2.2. Privacy and Confidentiality

IM respects students' rights to privacy and will maintain the confidentiality and security of all personal information entrusted to us in the duration of their learning and assessment journey.

We will not communicate it to others without the written permission of the students concern, unless it would normally be available to the public, or is required by law. Where students disclose information related to their workplace, trainers and assessors should advise that they are performing a training role and will use the information as strictly as evidence towards assessments.

## 2.3. Student Support

### Access and Equity

IM will provide assistance to all clients to identify and achieve their desired outcomes. IM is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy

### Complaints and Appeals

The complaints and appeals policy of IM ensures that all complaints are dealt with in a constructive and timely manner.

## 2.4. Student Responsibilities

Workshop Participation and Assessment Submission.

Students are expected to fully and actively participate within the training workshops.

Students contributions, both individually and within a group environment, are assessed against employability skills required for the qualification they are undertaking.

Students are expected to work with both their Trainers and Assessors to complete assessments within agreed timelines. Students may request extensions for personal or work commitments which will be assessed on its individual merits.

### Plagiarism

Plagiarism is using other people's work and using it as your own without acknowledgement of the source of the information or the person's permission. If you use other people's work from text books or journals, please acknowledge and include a reference in your work. This requirement does not include the material issued to you as pre-reading material as part of this course.

Cheating is defined as the copying of other student's work and claiming and submitting as your own work.

A qualification will not be issued to any person who is found guilty of plagiarism or cheating.

### Complaints and Appeals

What happens if I have a complaint?

We aim:

- To provide students with the opportunity to raise issues of concern
- To ensure that all students are aware of how to make a complaint
- To determine whether any complaints are justified
- To give students a clearly identified appeal process
- To make provision for the student to appeal to independent authorities and identification of these

- To ensure that students have confidence in the process

### What you need to do

We try to deliver the very best courses and services that we can in the most professional manner but sometimes things go wrong. You may have a problem with another student, the manner of the facilitator or the venue. If you are unhappy about something the best thing to do is:

#### (1) Talk to us

- Try talking to the IM trainer or assessor
- Be clear about what you are unhappy about
- Suggest some ways that we can help
- Be open minded and prepared to try different options
- If your complaint is satisfied the outcome will be recorded in the Complaints Register
- Should your complaint still not be satisfied the Director of blueVisions will be briefed and a resolution sought

#### (2) If you are still unhappy

Put your complaint in writing either by email to [info@im.edu.au](mailto:info@im.edu.au):

- Your complaint will be formally registered and raised at the IM management meeting.
- A decision will be made and you will be informed immediately after the management meeting.

#### (3) How do I appeal against an assessment outcome?

Assessment refers to the process for recognising competence prior to a new learning pathway, during an ongoing learning program as new skills are applied and for a summative competency assessment against a complete standard. You are encouraged to discuss and agree on the best process of assessment for you with the Assessor.

If you make an appeal against the assessment outcome you will need to describe how the process of reaching the assessment decision was unfair because the Assessor did not:

- Talk to you about the process of assessment and get your ideas on how it should be done
- Consider sufficient evidence in making a decision against the standard
- Document what the evidence was against the unit or standard so that it could be referred to later
- Check that you had really produced that evidence - that it was authentic
- Make sure that you both thought the evidence was valid because it was the most appropriate evidence to show that you could really meet the standard
- Check that you could do the same task or show that you understood what to do in a range of situations so that the assessment was reliable

If you think that the Assessor has not carried out this process then talk to them about it. If you think that the process has resulted in an unfair outcome then you can appeal against the decision.

If you want to appeal against the outcome:

- Let your assessor know that you are appealing and tell them why
- Outline the reasons for your appeal in writing using the attached form
- Send the form by email to [info@im.edu.au](mailto:info@im.edu.au)

IM will respond to your request for a review of the assessment process in writing within three business days of receiving your communication. The following steps will then take place:

- An independent adjudicator will initially discuss the assessment process with you and with the Assessor.
- You will have the choice for a further opinion on the process from another organization if you disagree with the outcome of this review. This opinion will be documented.
- If there are any gaps in the process a reassessment will be arranged with a new Assessor at no cost to you.
- You have the choice to ask for an assessment consultant from another organization to work with you as the Assessor.
- The outcome of this documented appeal is then final.

### Appeals Request to review of the competency assessment process

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Name

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Organizations

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Phone

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Other contact  
details

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Course Name

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Course Number

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Competency  
details

---

Assessor name

---

Date of  
assessment

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Process of assessment

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Please describe the process of assessment

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What are your specific concerns?

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What would you like to happen now?

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Signature

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Date

### **Access to Records**

Students have access to their personal information and records through our online student management system – WiseNET. Students will receive access to this system for the duration of their training program. Students are also encouraged to update their personal details as required.

### **2.5. Valuing our clients in Quality Assurance**

IM recognises our students are the most important asset and appreciate their insight regarding the products and services that we offer. We would like to hear about the things that we have exceeded your expectation and the services that we may improve in. Therefore IM invites the students to participate in our open and transparent feedback process throughout your learning contract with us.

IM actively involves students in the continuous improvement process to promote best practices in vocational education and training. Students are encouraged to actively provide feedback these may involve completing online feedback surveys, formal communication and or informal sessions with our trainers and assessors, face to face or via email/website.

Students' feedback will play a key role when analysing data and improving practices to our learning and assessment practices, policies and procedures.

### **3. Course Information**

All course details are located on the IM website: [www.im.edu.au](http://www.im.edu.au)