



AUSTRALIAN INSTITUTE OF MANAGEMENT NSW AND ACT TRAINING CENTRE LIMITED

Student Handbook

2008

Copyright

© Australian Institute of Management NSW & ACT Training Centre Limited 2008

All rights reserved

No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without the prior written permission of Australian Institute of Management Training Centre Limited.

Post PO Box 328, North Sydney, NSW 2059

Telephone (02) 9956 3030

Facsimile (02) 9922 2210

Email info@aimnsw.com.au

Contents

Introduction to AIM	5
Vision and mission statements	5
Code of conduct	6
Code of practice	6
AIM Membership	7
Membership admission and fees	8
Library facilities	9
Continuing management development	9
General Information for Students	11
Admission	11
Enrolment	11
Student orientation	12
Fees	12
Cancellations and transfers to alternate programs	12
Security of fees paid in advance	13
Study methods	13
Reasonable adjustments	14
Student responsibilities	14
Plagiarism	15
Misconduct and bullying	15
Assessment appeals	15
Student feedback and complaints	16
Complaints about an RTO	16
Reissuing qualifications and transcripts	16
Student records and privacy	17
Australian Institute of Project Management (AIPM)	17
Project Management Institute® R.E.P. program (PMI)	18
Traineeships	18
Additional Information - Competency-based Qualifications	19
Trainers and assessors	19
Recognition of qualifications issued by other RTOs	19
Recognition of prior learning (RPL)	19
Assessment	19
Employability Skills as part of your Qualification	20
Time to complete	21
Failure to meet requirements	21
Additional Information - Higher Education Courses	22
Admission requirements	22
Advanced standing	23
Advanced standing to MGSM	24

Academic governance	24
Faculty members	24
Learning support for graduate study	25
Peer review and group project assessment	25
Assessment and exams	25
Results and grading scale	26
Graduation	27
Withdrawal from graduate modules	27
Graduate Diploma of Management Practice	28
Course objectives	28
Course structure	29
Exit point	29
Duration of course	29
Competency-based Program Descriptors	30
Certificate IV in Business (Marketing) BSB40701*	30
Certificate IV in Business (Human Resources) BSB40801*	31
Certificate IV in Training and Assessment TAA40104	32
Diploma of Business BSB50101*	33
Diploma of Business (Human Resources) BSB50801*	34
Frontline Management (FLM)	35
Certificate III in Business (Frontline Management) BSB30504*	36
Certificate IV in Business (Frontline Management) BSB41004*	37
Diploma of Business (Frontline Management) BSB51004*	38
Certificate IV in Project Management BSB41504*	39
Diploma of Project Management BSB51504*	40
Advanced Diploma of Project Management BSB60904 (NEW)*	42
Advanced Diploma of Business Management BSB60201 (NEW)*	44

Introduction to AIM

The Australian Institute of Management (AIM) was formed in 1944 to provide training and education designed to advance management practice in Australia. Over half a century later, the Institute continues as Australia's leading professional organisation for managers. It plays a major role for members and the broader community by providing access to quality management information, resources, education and business networking.

Practical management training and education is conducted through the Australian Institute of Management NSW & ACT Training Centre Limited (referred to in this document as the Institute).

The Institute is uniquely placed to access current management thinking and practice through its local and international affiliations and its individual and corporate member base. Regular contact with its membership of over 30,000 Australian managers keeps the Institute informed about the issues affecting management practice today. This understanding informs the Institute's educational philosophy and the content of all its programs.

The Institute has a reputation for excellence in education and training that has developed over the past 60 years. Over 30,000 individuals now participate in its programs nationally each year.

Vision and mission statements

The vision, mission statement and values for the Institute are as follows:

Vision

'To be the leading organisation for managers in Australia.'

Mission

'To enhance the capability of managers through the provision of education and training.'

The mission statement and the values guide the Institute in its educational programs. The mission statement is reviewed and updated through the strategic planning process to ensure that it continues to portray the Institute and the education and training courses it delivers.

Values

*'We operate with integrity and honesty. We treat our colleagues and customers with trust and respect. We communicate openly and share knowledge. We take responsibility for our decisions, actions and behaviours.'**

* Our Values are currently under revision.

There are two codes that guide the Institute, its staff, contract trainers and assessors and faculty members in its educational activities: the Code of Conduct and the Code of Practice.

Code of conduct

The Code of Conduct has been designed to guide employees, contractors and sessional faculty staff and provide 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 and faculty members.

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 the Intranet and on request.

Code of practice

The Code of Practice outlines the principles under which we operate as a provider of vocational and higher education under the *Vocational Education and Training Act 2005* and the *Higher Education Act 2001*. The Code of Practice covers areas including:

- Recruitment, selection and admission processes for students
- Recognition of prior learning and advanced standing
- Credit transfer
- Education delivery processes
- Assessment
- Assessment appeals
- Student feedback and complaints
- Access and equity
- Conduct with students
- Marketing
- Copyright
- Terms and conditions for fees, transfers and refunds
- Privacy and student records.

The Code of Practice is available on the Intranet and on request.

AIM Membership

Membership of the Australian Institute of Management is drawn from a wide range of industries and organisations and represents all levels of management responsibility. There are two categories of Membership: Personal Member and Corporate Partner. Differing grades within personal Membership recognise the qualifications, achievements and professional standing of Members. At the conclusion of 2005, there were over 9000 Personal Members and 1100 Corporate Partner contacts in New South Wales and Australian Capital Territory. Nationally, the Institute's Membership exceeds 30000 managers.

The mission of the Institute is to be recognised nationally and internationally as the peak body for management and management education in Australia. It seeks to achieve this objective by being at the 'cutting edge' of management practice and thinking, and by providing Members and the broader management community with access to high quality management information, resources, training and education and business networking.

The benefits of personal Membership of the Institute include:

- Recognition of management qualifications and professional standing through Membership grades and post-nominals
- Access through AIMnet to web-based management information services such as on-line databases, a virtual library, management newsletters and hotlinks to management websites
- Borrowing rights to the Institute's highly regarded management library with over 7000 titles, 13,500 indexed journal articles and hundreds of audio tapes and CD-ROMS
- Preferential Member rates on management books, resources and tools purchased through the Institute's specialist management bookshop
- Access to tailored professional development events and activities featuring local and international experts
- Participation in Special Interest Groups
- Access to a broad portfolio of education and training programs that provide opportunities for on-going career development and continuing education pathways
- A monthly national journal, *Management Today* and a monthly state newsletter.

Membership admission and fees

Applicants may apply to be admitted to one of the following four grades of Membership. A summary of admission criteria is provided for general information purposes.

Member (AIMM)

The grade of Member is open to managers and professionals who have a record of proven achievement over five years or more in a position of management responsibility. This period of experience may be reduced depending on the level of formal qualifications attained.

Associate Fellow (AFAIM)

The grade of Associate Fellow is open to senior managers who have five or more years experience managing other managers or professionals. In this role applicants will usually manage a department or business division.

Fellow (FAIM)

The grade of Fellow is open to individuals with a proven record of substantial achievement in a general executive management role, or in a general management consulting role to persons at this level.

In recognition of services to the Institute and the broader management community, a small number of Members hold the distinguished grades of Honorary Fellow or Emeritus Fellow.

The personal member fee structure for 2008 is set out below:

NSW Member	\$260.00 inclusive of GST plus application fee
ACT Member	\$260.00 inclusive of GST plus application fee
Student Member	\$ 100.00
International Member	\$AUD235.00
NSW Associate Fellow	\$315 inclusive of GST plus application fee
ACT Associate Fellow	\$315 inclusive of GST plus application fee
NSW Fellow	\$345.00 inclusive of GST plus application fee
ACT Fellow	\$345 inclusive of GST plus application fee
Application fee	\$ 66.00

Further information about Membership of the Institute and the criteria for admission to each grade of Membership can be obtained by:

Telephone: (02) 9956 3043 or 1300 656 229

Fax: (02) 9956 5613

Email: member@aimnsw.com.au

Web: www.aimnsw.com.au

Library facilities

The Library and Information Centre of the Australian Institute of Management (NSW & ACT) provides a comprehensive collection of management-based resources. The range of topics include: leadership, organisational performance, personal and career development, people management, strategy and customer relationships.

The Library and Information Centre services include:

- Access to a comprehensive collection of hard copy materials
- Books and audio titles (for loan), journals and daily newspapers
- Access to Online resources
- Management information databases with full-text information to over 3,500 journals
- Personal assistance from professional staff

Please note: All AIM Certificate, Diploma and Post-graduate students have borrowing rights to the Library. In addition, Post-graduate students have access to the online management information databases.

Library hours: Monday – Thursday 12 noon – 6pm, Friday 12 noon – 5pm

Ph: 02 9956 3034 Email: library@aimnsw.com.au

Continuing management development

In today's rapidly changing business environment, forces such as technology, globalisation, competition and knowledge driven business models are redefining management roles and responsibilities. It is essential that managers keep pace with these changes and develop the capabilities required to perform effectively in the new economy.

The Institute offers a range of continuing management education programs for its members and students. Regular breakfast briefings, special interest group seminars, international speaker events and conferences provide access to local and international management expertise. These events also provide valuable networking and peer learning opportunities. The Institute's formal education and training programs and learning pathways enable managers to respond to the evolving needs of their careers. The management information services and the management bookshop are also rich sources of professional development.

Management Education

The Institute offers over 100 management development programs, most of which lead to a recognised qualification under the Australian Qualifications Framework (AQF). These qualifications are offered at Certificate III, Certificate IV, Diploma and Advanced Diploma levels in the vocational education and training sector. The Institute offers a competency-based *Graduate Certificate in Business (Professional Management)*.

The Institute also offers the *Graduate certificate in Management Practice* and the *Graduate Diploma of Management Practice* in the higher education sector.

Registered Training Organisation (RTO)

The Institute is a Registered Training Organisation (RTO) under the *Vocational Education and Training Act 2005*.

Higher Education Provider

The Institute is a Higher Education Provider under the *Higher Education Act 2001*.

General Information for Students

Admission

The Institute is committed to providing equal opportunity and promoting inclusion for all students. Generally, there are no restrictions placed on entry to the vocational competency-based courses or programs offered by the Institute. Details of any pre-requisites are identified in Course Outlines.

Currently the recommended requirements for entry to an Institute program apply to higher education courses and concern prior work experience and previous studies at university level. Please refer to the *Additional Information – Higher Education Courses* section in this Handbook for more information and requirements set out in course-specific information available on our website or from Student Services.

Enrolment

Students may enrol in a program by contacting AIM Student Services:

To enrol

Email: info@aimnsw.com.au

Web: www.aimnsw.com.au

Telephone: Student Services 1300 651 811

Facsimile: Student Services 1800 659 807

Mail to: Student Services
Australian Institute of Management
PO Box 328, North Sydney NSW 2059

Confirmation of enrolment will be issued to students following acceptance of their application, usually within two weeks of the application being received. The Institute has highly qualified staff to assist students in course selection. Individuals who wish to discuss their development requirements with a Business Development Executive should contact Student Services.

After enrolment

The day after enrolment in a program or qualification, a *Notification of Enrolment* will be provided. The notification lists the program or qualification commencement date, location and last date to cancel or transfer the enrolment.

An invoice is mailed 45 days prior to program or qualification commencement.

Two weeks prior to program commencement, the enrolled person will receive a *Learning Expectation* form. This assists the individual focus on his/her learning needs and enables the Institute to make the program more relevant.

Bookings made within 14 days of the first attendance day will only be accepted with evidence of payment.

Student orientation

Student orientation occurs both before and at the start of programs. Whilst varying from program to program, and depending on the mode of delivery and location, orientation will generally include:

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

Fees

A schedule of fees for the Institute's programs may be obtained directly from the website (www.aimnsw.com.au) or by contacting Student Services by email or telephone.

Fees are inclusive of course notes, textbooks, tuition and catering.

In most cases, the Institute's course tuition, course notes and textbooks are free of GST, but GST is payable on catering.

An instalment payment option is available to personal members of the Australian Institute of Management who wish to enrol in a full qualification or a graduate program where the fees are being met as a personal expense. This option is not available for short courses or where fees are paid by a sponsoring company. The Institute reserves the right to decline requests for instalment payments.

The Institute's terms and conditions of business are set out in the letter of enrolment confirmation issued to students. The terms and conditions may be accessed on the website or by contacting Student Services prior to enrolment. In particular, students should familiarise themselves with the Institute's cancellation, transfer and refund policies set out below.

Unless otherwise arranged with the Institute, course materials and textbooks will not be issued if fees remain unpaid prior to the course commencement.

Cancellations and transfers to alternate programs

Notifications of cancellations and requests for transfers must be made in writing.

More than 10 days from program commencement

In the event of a cancellation the Institute will refund the fees paid in full if the Institute is advised in writing of a cancellation more than 10 working days prior to the program commencement date.

Requests for transfers to alternate programs can be arranged if the Institute is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected program.

10 working days or less from program commencement

In event of notification of a cancellation 10 working days or less before the program commencement date fees paid will not be refunded or allocated to another program. The Institute cannot accept responsibility for changes to work commitments or personal circumstances within this 10 working day period.

Non-attendance

If a student fails to attend a program/course, program fees will not be refunded or allocated to another program/course.

General

The Institute reserves the right to cancel, postpone or re-schedule program/course due to low enrolment or unforeseen circumstances. Where a refund is due to a student, a full refund will be sent within thirty days. The Institute reserves the right to change fees, dates, content, faculty members, speakers or methods of presentation at its discretion.

Security of fees paid in advance

All fees paid in advance are secured through the Institute's rigorous financial management and control systems, policies and procedures.

Study methods

The primary methods of study for all programs are contact learning in classroom sessions, self-paced learning and syndicate assignments and individual workplace projects. All the Institute's vocational programs can be customised to suit the specific contextual needs of corporate students and can be conducted in-house.

Flexible learning and assessment procedures

Wherever possible, the Institute offers flexible approaches to learning and assessment in their programs/courses. Depending on the program/course, learning options may include:

- In-centre or distance learning options
- Recognition of Prior Learning (RPL)
- Combinations of methods (e.g. RPL and in-centre or distance learning)

For vocational competency-based programs, assessment options must comply with Training Package and other requirements but may include: workplace based assessment projects, workplace simulations or a combination of methods (e.g. on-line assessment, in-centre assessment and a workplace project).

For higher education courses assessment must meet the requirements as specified by the Macquarie Graduate School of Management (MGSM).

Learning and student support

For the duration of the enrolment period, students are eligible for a number of privileges which include access rights to the library and preferential prices on book and resource purchases.

The Institute's qualified staff and program leaders are available throughout the study period to assist with individual learning needs.

Students who have difficulty in achieving the required level of competency in a vocational competency-based program or assessment outcomes in a graduate module may be offered counselling, coaching, additional study resources or coursework. A fee may be charged for such services. Available options and fees, if any, will be fully discussed with the student.

All staff employed at the Institute have a responsibility to ensure equality of opportunity in order to maximise the learning experiences of the Institute's students.

Language, literacy and numeracy

Students who have difficulty with basic literacy, numeracy, English language or other areas of learning are asked to advise the Academic Officer upon enrolment. The Institute may be able to provide direct assistance or refer the student to the appropriate agency.

Reasonable adjustments

Reasonable adjustment will be provided for students with a disability according to the nature of the disability. Reasonable adjustments are made to ensure that the student is not presented with artificial barriers to demonstrating achievement in the program of study.

Reasonable adjustments may include the use of adaptive technology, educational support, alternative methods of assessment such as oral assessment, and individual assessment conditions such as enlarged print materials, scribes or additional time in the examination period.

Students should inform the Academic Officer, Business Development Executives or Curriculum Manager of the nature of their disability at the time of enrolment so that suitable adjustments may be made to course materials, class facilities and assessment tasks.

Student responsibilities

The integrity of the Institute's management qualifications is maintained by the rigorous application of assessment principles. It is the responsibility of students to ensure that they meet specified course requirements in order to achieve the desired award. Prospective students should obtain a copy of these requirements prior to enrolment.

While the Institute's qualified staff are available to assist students with advice and support during their program of study, it is essential that students have the ability to work independently in preparation for assessment tasks.

Pressure of work and business commitments will not be taken into consideration in the assessment of student achievement. All programs undertaken at the Institute require the student to attend a minimum of 80% of contact class hours.

You are required to keep a copy of your assessments in event that your work is lost in transit.

Plagiarism

Plagiarism involves using the work of another person and presenting it as one's own. It is an unacceptable practice. Plagiarism and failure to adequately recognise sources of information will result in mark penalties.

Penalties for plagiarism may range from counselling or a verbal warning to a part or complete deduction of all marks for an assignment or assessment item, being asked to resubmit or to failure in the program or module.

The penalty will depend on the severity of the plagiarism, whether the student is a repeat offender, whether there is evidence of deliberate deceit and whether another student has been coerced into participating in the plagiarism.

Misconduct and bullying

Students are expected to acknowledge the intellectual property of others upon whose work they draw in the preparation of assignments and assessment tasks. Plagiarism and failure to adequately recognise sources of information will result in mark penalties.

Students are expected to observe all examination rules and procedures. Students found compromising the integrity of the examination will face disciplinary action and may be expelled from the course.

Students are expected to behave in a co-operative and professional manner at all times during classroom sessions and in syndicate activities. Students who consistently jeopardise the learning environment for other students or engage in bullying will face disciplinary action and may be expelled from the course.

Assessment appeals

The Institute has a documented Assessment Appeals Policy.

Appeals by students against the outcome of any aspect of the assessment process must be made in writing to the Curriculum Manager within two weeks of assessment results being notified to the student.

Following consultation with the faculty member involved, the appeal may be referred to a review panel consisting of the General Manager, Education, Training, Research and HR Consultancy, the Curriculum Manager, the Academic Officer and an independent assessment expert and/or a content expert. The panel may decide to take one of the following courses of action in relation to the appeal:

- Uphold the assessment decision.
- Use their professional judgment to revise the assessment decision.
- Request further evidence to enable the panel to make a decision.
- Arrange for the client to be reassessed by another assessor or academic.

There is no charge for reassessment. The appeal decision should be finalised within two weeks of the appeal being lodged. A student is eligible for reassessment on one occasion per assessment item for each module.

If a student is unsuccessful upon reassessment and wishes to be assessed again, they may re-enrol in the module and pay the relevant module and assessment fees.

Student feedback and complaints

The Institute has a documented Student Complaints Policy.

The Institute encourages dialogue with its students and feedback is used as the basis for improving our processes, services and products. If the concern cannot be immediately resolved, the Institute has in place a documented procedure by which to investigate and act on the subject of any substantiated complaint in a timely fashion. The complaint resolution procedure is a five-stage process:

Stage 1: Students who have a major concern relating to the content, faculty members, learning environment or the service delivered by the Institute's staff contact the Open Programs Manager (NSW) or Public Training Account Executive (ACT) as soon as the concern arises.

Stage 2: The Open Programs Manager (NSW) or Public Training Account Executive (ACT) will attempt an informal resolution. Should there be grounds for the complaint which requires further investigation it will be referred to the General Manager Education, Training, Research and HR Consultancy (NSW) or ACT Regional Executive (ACT).

Stage 3: In the event of an issue not being resolved internally, the student and the Institute may agree to engage an independent third party, such as ACPET to adjudicate the issue. The third party's decision will be final, however the complainant's rights under consumer protection legislation will remain.

Stage 4: Resolution of the complaint.

Stage 5: The complaint is recorded. In case of formal (written) complaints, the complainant will be notified in writing.

Graduate students have opportunities to have input into, and to provide feedback on, complaints and appeals mechanisms during student evaluation.

Complaints about an RTO

Vocational students who are not satisfied with the quality of training provided should lodge their complaint directly with the Institute in the first instance (see above).

Students who are unable to resolve a complaint with the institute may then contact VETAB or the national Complaints Hotline on 1800 000 674 or at NationalComplaintsHotline@dest.gov.au

Reissuing qualifications and transcripts

An administration fee of \$160 will apply for reissuing qualifications and transcripts. Please store your originals safely.

Retrieval of pre 2006 historical documentation from the Institute's offsite storage facility will incur a \$100 retrieval fee.

Student records and privacy

The Institute collects personal information necessary for the creation and maintenance of student records. This may include the student's name, address and contact details, pre-course expectations, attendance records, assessment results and program evaluations.

The Institute is committed to protecting our students' privacy. Information collected is not disclosed to third parties without written permission from the student.

We do not sell personal information to third parties. A copy of our full Privacy Policy is available on our website, www.aimnsw.com.au, or by telephoning Student Services on 1300 651 811.

Students can access, view and correct personal information held by the Institute by emailing their request to privacy@aimnsw.com.au or contacting Student Services on the above number.

It is the responsibility of the Institute and its representatives to ensure all personal student details are kept secure and that no unauthorised persons or organisation have access to records.

Legislative compliance

The Institute undertakes to observe all relevant State and Commonwealth legislative and regulatory requirements including those relating to:

- Occupational Health and Safety
- Anti-Discrimination
- Equal Employment and Opportunity
- Workplace Harassment, Victimisation and Bullying
- Confidentiality and Privacy
- Vocational Education and Training
- Higher Education.

These requirements have been incorporated into our products and services and are disseminated to staff, contract trainers and assessors and faculty members by means of our Code of Conduct, Code of Practice and organisational policies and procedures.

All Institute staff, contract trainers and assessors and faculty members have a responsibility to ensure compliance in these areas.

Australian Institute of Project Management (AIPM)

The Institute is an endorsed course provider for the Australian Institute of Project Management (AIPM). Students who participate in Institute programs are eligible for part-time student membership of the AIPM at the student rate. Benefits include:

- Events/Conferences
- Resources: Information Resource Centre (IRC)
- Online Discussion Forums
- Subscription to The Project Manager
- Professional Development, mentoring program: for developing project managers
- RegPM (Registered Project Manager) certification program

- Employment Support
- A member discount program for Professional Indemnity (PI) insurance.

For more information, please refer to the following website:

<http://www.aipm.com.au/html/benefits.cfm>

Project Management Institute® R.E.P. program (PMI)

The Institute participates in the U.S.-based *Project Management Institute Registered Education Provider* program. This enable PMI® members to obtain professional development units by attending specific programs at the Institute.

The programs are: Project Management Fundamentals, Advanced Project Management, Diploma of Project Management and Contract Management.

Traineeships

The Institute works with employers to deliver training to employees in accordance with the Australian Qualifications Framework. Most traineeships are conducted over a period of two years to enable trainees to gain a nationally recognised qualification. Throughout the training trainees are supported by their managers and the Institute as the Registered Training Organisation.

The Australian Apprenticeship Centre (AAC) completes the enrolment forms and monitors trainee progress and arranges payment to the employer.

The employer, trainee and training provider all have responsibilities.

Trainee responsibilities

- Attend scheduled training
- Complete assessments
- Maintain a Record Book.

Employer responsibilities

- Provide resources and staff to support the trainee's on the job training
- Notify the ACC if trainee withdraws, transfers or cancels the training contract.

The training provider

- Provide trainees with Student Handbook and Record Book
- Provide scheduled training and mark assessments
- Issue the qualification.

Additional Information - Competency-based Qualifications

The Institute runs vocational competency based programs and qualifications from January through to December each year. Program schedules are available on the Institute's website: www.aimnsw.com.au or may be obtained by emailing info@aimnsw.com.au or telephoning Student Services on 1300 651 811.

Trainers and assessors

Trainers and assessors are selected for their professional and academic qualifications and their current business experience. Trainer qualifications are guided by the relevant Training Packages under which AIM has its Scope of Registration.

All trainers hold the Certificate IV in Training and Assessment (TAA04) or equivalent. All assessments are conducted by an assessor who has as a minimum the following TAA04 competencies (or equivalent): TAAASS401A, TAAASS402A and TAAASS404A.

Recognition of qualifications issued by other RTOs

Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs) will be recognised by the Institute. This means that if students have received a Statement of Attainment from another RTO they can use it to gain credit in the same or a related course with AIM.

If the Qualification or Statement of Attainment is more than five years old, we may require you to provide additional evidence to demonstrate currency.

Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) provides students with the opportunity to have existing competencies recognised and credited towards their selected course or qualification. These competencies may have been achieved through workplace experience or prior study.

The cost of RPL is \$200 per unit of competence.

Assessment

The Institute undertakes to provide all students with an assessment process that is fair, valid, reliable and equitable. Assessment is optional. If students choose not to be assessed, they receive a Statement of Attendance for the program.

Assessment of student achievement is conducted in a number of ways depending on the program. Details of the assessment procedure for each program are contained in the program materials supplied to students at the commencement of the program.

For students enrolled in a vocational competency-based program or qualification and who successfully demonstrate competency against the relevant national standards will receive a Statement of Attainment for the program. A Qualification is issued on

successful completion of a whole program of study, in accordance with Training Package requirements.

Students enrolled in a qualification will not receive Statement of Attainments for individual programs, the qualification certificate is issued upon successful completion of all units of competence for a qualification.

The fee for assessment is \$200 per unit of competence*. The fee is payable prior to the student submitting the assessment. This fee is incorporated into the cost of the program for corporate students.

** Exceptions to this will be outlined in the program/course promotional material*

Employability Skills as part of your Qualification

Employability Skills are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills, and transferable skills. Industry's preferred term is Employability Skills.

Employability Skills are defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions".

There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology.

A summary of the employability skills developed through this qualification can be downloaded from <http://employabilityskills.training.com.au>

Time to complete

To be eligible for any of the Institute's vocational competency-based qualifications, students must successfully complete the course requirements within a maximum of two years from the date of the first enrolment for the Certificate III and Certificate IV qualifications and a maximum of three years for the Diploma and Advanced Diploma qualifications.

Where students are able to demonstrate extenuating circumstances further extension of enrolment may be granted by the General Manager of Education, Training, Research and Human Resource Consultancy on an individual basis.

Disclaimer: Project Management students have a maximum of one year to complete their qualifications, due to the special nature of the assignment where project plans need to be developed from a current workplace.

Failure to meet requirements

The requirements for successful completion of individual programs and full qualifications are clearly set out in the material supplied to students. These requirements may be obtained from the Institute prior to enrolment and will be issued to students at the commencement of each program. It is the responsibility of students to familiarise themselves with these requirements and to observe them.

All programs undertaken at the Institute require the student to attend a minimum of 80% of contact class hours.

Additional Information - Higher Education Courses

This section of the Handbook contains additional information specific to the Institute's Graduate courses accredited under the *Higher Education Act 2001*. The Institute currently offers the *Graduate Certificate in Management Practice* and *Graduate Diploma of Management Practice*.

The Institute runs three semesters per year. In 2008, the first semester will commence in February and the second semester will commence in June. Students are eligible to begin their study upon enrolment in any one of the modules. While there are recommended sequences in which modules should be undertaken, such recommendations are not mandatory.

A full course timetable is available on the Institute's website: www.aimnsw.com.au or may be obtained by emailing graduate@aimnsw.com.au or telephoning Student Services on 1300 651 811.

Admission requirements

Students are selected on the basis of tertiary qualifications and management experience.

(a) An undergraduate degree from a higher education provider

OR

(b) Minimum of five years work experience as a manager, team leader or supervisor, deemed relevant by the General Manager, Learning and Development.

Relevance

The Institute is committed to providing equal opportunity and promoting inclusion for all students. To this end all undergraduate degrees from a higher education provider are considered relevant.

Work experience as a manager, team leader or supervisor, deemed relevant by the General Manager, Education, Learning and Development may include the following:

- Position title which indicates management of others was a critical part of the role
- Position description that states management functions across one or more disciplines such as human resources, training and development, coaching, undertaking performance management reviews, participation in budget planning and execution, managing the operations of a business unit, participation in business unit, division or organisation-wide strategic planning, participation in marketing initiatives.

English language proficiency

Students are advised that they need to be proficient in English. Currently this is done via a telephone interview by a Business Development Executive.

Please note that the Institute intends to establish an assessment process such as the International Language Testing System (IELTS) to establish a prospective student's level of English prior to enrolment. Most universities typically require a proficiency score of

between 6 and 7. The Institute is currently developing an English Language Proficiency Policy and Procedure.

Advanced standing

The Institute recognises that business and management knowledge and skills can be gained in a variety of ways, through formal education and previous studies.

The process for granting a student advanced standing for modules in the *Graduate Diploma of Management Practice* will be undertaken by the Academic Officer. In determining the amount of advanced standing that may be granted, the following conditions shall apply:

- a) Advanced standing for academic study will be granted only for post-graduate higher education level study.
- b) All applications submitted for advanced standing must meet the stated learning outcomes of the module for which advanced standing is sought.
- c) No advanced standing will be granted without submission of authenticated documentation which must be sighted by the Academic Officer.

A maximum of two modules will be granted for advanced standing in the *Graduate Diploma of Management Practice*. Advanced standing will be granted only to those students enrolled in the full qualification. Advanced standing will not be granted to students enrolling in single modules.

Verification of Australian qualifications

To verify qualifications for enrolment on the Graduate Certificate or Graduate Diploma, potential students must include a certified Academic Transcript from the issuing Higher Education Provider when returning the AIM Enrolment form.

Verification of overseas qualifications

Formal qualifications are verified by submission of authenticated (certified) documentation, which must be sighted by the Academic Officer prior to enrolment.

To assist in this process, potential students are advised to access the Australian Education International (AEI), through the National Office of Overseas Skills Recognition (AEI-NOOSR), which provides official information and advice on the comparability of overseas qualifications with Australian qualifications.

If you have professional qualifications and skills gained outside Australia and you wish to have these recognised in Australia, you need to apply to the relevant Australian assessing authority for an assessment.

<http://www.immi.gov.au/asri/>

In addition, the Australian Skills Recognition Information (ASRI) through the Department of Immigration and Multicultural Affairs (DIMA) provides information on how to get an assessment of occupational qualifications, skills or experience that you have gained overseas.

Advanced standing to MGSM

For students who have an undergraduate degree and who successfully complete the Graduate Diploma of Management Practice, MGSM will provide the student with advanced standing for the five subjects studied at the Institute into the Master of Management or Master of Business Administration programs with MGSM.

If a student does not have an undergraduate degree, according to Macquarie University rules, he/she cannot be accepted into a Masters course. If such students wish to move into the MBA at MGSM, they will need to complete an MGSM Diploma before being accepted into the MGSM MBA.

In addition, students who have undertaken any of the five MGSM modules can obtain articulation into the Graduate Diploma of Management Practice through advanced standing for up to a maximum of 50% or two modules.

The following Table lists the *Graduate Diploma of Management Practice* modules and the equivalent MGSM modules in the Master of Management and Master of Business Administration.

Graduate Diploma in Management Practice	Master of Management Master of Business Administration
Human Resource Management	Human Resources for Management
Finance	Accounting for Management
Managerial Leadership and Development	N/A
Marketing Practice	Marketing Management
Strategy	Strategic Management
Business Services – Operations Management	Operations Management

For further information on study links to further qualifications, contact Student Services on 1300 651 811.

Academic governance

The Institute's Academic Advisory Board has responsibility for the academic governance of the *Graduate Diploma of Management Practice*, including oversight of curriculum, assessment, and standards of student achievement. Its membership includes executive practitioners from a range of management disciplines and senior academics from leading Australian business schools.

Faculty members

Faculty members are engaged on a sessional basis subject to mutual agreement on suitability between the Institute and Macquarie Graduate School of Management (MGSM). The sessional faculty members must have qualifications and/or experience recognised as appropriate for the relevant discipline area in which they teach. In many cases teaching at this level will require a doctoral or master qualification or equivalent accreditation and standing.

In event that a faculty member does not have suitable senior management experience, the faculty member will be paired with a suitably experienced co-facilitator.

Teaching methods

The teaching methods used in the delivery of the graduate programs include:

- formal lectures
- computer simulations
- research assignments
- guest practitioner presentations
- group/individual presentations/syndicate work
- class discussions
- case studies and exercises
- videos.

Learning support for graduate study

Students are provided with substantial course notes, textbooks and reference material at the commencement of the module. Students may be required to use additional textbooks during the course. For the duration of the enrolment period, students are eligible for a number of privileges normally restricted to personal members. These include borrowing rights to the library and online access to information databases, preferential prices on book and resource purchases and access to on-line databases. Web-based discussion groups and on-line tutorial support are available on some programs.

Peer review and group project assessment

Where group projects form part of the assessment students have the opportunity to complete the formal Learning Agreement and Peer Review documents. The Peer Review process is used by the students to record their perceptions of their fellow group members' contribution to the group project assessment.

A Peer review starts with the Learning Agreement which is completed before the project starts and is signed by each of the group members. The Learning Agreement relates to the way in which the group intends to interact and distribute the workload during the duration of the group project assessment. At the completion of the group project assessment each member of the group completes a Peer Review for each member of the group and this is submitted in a sealed envelope to the lecturer at the same time the group project assessment is due.

Students who wish to undertake this process need to raise this with the faculty member.

Assessment and exams

Assessment of student achievement is conducted in a number of ways depending on the module of study. The *Graduate Diploma of Management Practice* is assessed by a combination of individual and group assignments as well as formal examinations. Details of the assessment procedure for each module are contained in the *Important Information*

for *Students* document supplied to students for each of the six modules, prior to the first class meeting and orientation.

It is the responsibility of students to make themselves available for examinations on the scheduled dates. Students who are enrolled in graduate programs and fail to meet compulsory 80% attendance requirements or the required standard of achievement in the assessment tasks will not be allowed to sit the exam and will fail the module.

Business commitments will not be taken into consideration in relation to these compulsory requirements.

Students who are unable to sit an examination must advise the Institute in writing at the earliest convenience. Unless the Institute has made a prior written agreement to alternative arrangements for a student to sit an examination, failure to attend a final examination will incur a 'Fail' result for the module.

In exceptional circumstances of accident or misadventure where satisfactory evidence can be provided to the Institute, a concessional examination may be granted at the discretion of the Academic Advisory Board. A request for consideration on grounds of accident or misadventure must be made within 48 hours following the examination.

Supplementary examinations

At the discretion of the Academic Advisory Board, a student who does not pass the examination may be offered a supplementary examination. It will only be possible to pass the subject on the basis of the supplementary examination if all other components of the assessment have been successfully completed.

Results and grading scale

Graduate program results will be based on the cumulative marks achieved in each assessment task and the examination. Rounding up is done only on the final grade. Results will be reviewed by the Institute's Academic Advisory Board prior to publication. Student's final results will be graded according to the following scheme:

Grade	Abbreviation	Standardised Numerical Grades
High Distinction	HD	85 – 100
Distinction	D	75 – 84
Credit	Cr	65 – 74
Pass	P	50 – 64
Fail	F	0 – 49
Conceded Pass	CP	For students who pass the module but not the final exam.

Result notices will be posted to students approximately four (4) weeks after the examination period.

Graduation

Certificates for individual graduate modules will be posted to eligible students with their final result notices.

Withdrawal from graduate modules

Students may discontinue a module at any time before the final examination without penalty. Fees will not be refunded or credited when a student withdraws from a module.

Notice of intention to discontinue must be given to the Institute in writing. In such cases, a 'Withdrawn' result will be awarded for the module. Students must re-enrol in discontinued modules and complete the required number of core and elective modules within the maximum four-year period.

Where a student withdraws from a module without formally notifying the Institute in writing, a 'Fail' result will be awarded for the module.

If you are unable to meet this requirement, you may make application to the General Manager, Learning and Development to seek an extension to complete your program.

Graduate Diploma of Management Practice

The course has been developed in collaboration with faculty from the Macquarie Graduate School of Management (MGSM). The *Graduate Diploma of Management Practice* is designed for practising managers and combines the best of the Institute's focus on applied content, workplace orientation and the rigorous standards that accompany academic achievement at the post-graduate level. It is distinguished by its emphasis on 'real-world' projects conducted within 'real-world' contexts.

The structure and course objectives were developed by the Academic Advisory Board and were based on market research and feedback from key corporate clients, industry practitioners and selected academics from the management disciplines.

Each of the Graduate modules is offered as a stand-alone subject.

Course objectives

The qualification seeks to promote cross-functional managerial capabilities that will assist managers in the transition from a single functional role to a broader business unit role. Such roles will usually involve the interaction between multiple functional areas and the formulation and execution of group and organisational strategy.

The course will develop managers' understanding of and ability to operate within and across functional groups and to recognise and respond to organisational issues and contexts. The capabilities that are developed or expanded by this course are both fundamental and common to the professional practice of managers working in middle and senior management positions where business unit responsibilities have a significant impact on organisational performance.

These capabilities are: people management, strategic thinking and behaviour, financial management, operations and project management, information and knowledge management, marketing and customer understanding.

The modules provide conceptual and theoretical underpinnings and practical skills in the key functional areas and disciplines considered by the Institute to be foundations of management practice: finance, human resource management, leadership, strategy, operations and marketing.

Within this framework, managers are challenged at both the functional and enterprise levels to analyse and interpret the dynamic domestic and global forces that impact upon organisational context and professional managerial performance.

The *Graduate Diploma of Management Practice* will be of most value to individuals who do not have formal management qualifications, or who have not undertaken management studies for some time. It will also be of interest to managers who wish to build upon prior learning and experience. These career-related modules are suitable for experienced managers without formal qualifications and for managers wishing to upgrade the currency of their knowledge and skill in management practice.

Course structure

The *Graduate Diploma of Management Practice* is a six-module course:

- Human Resource Management (AIMGDM1)
- Finance (AIMGDM2)
- Managerial Leadership and Development (AIMGDM3)
- Marketing Practice (AIMGDM4)
- Strategy (AIMGDM5)
- Business Services – Operations Management (AIMGDM6).

Each module involves 40 hours of classroom contact learning and a minimum of 120 hours of self-paced study, assignment tasks and syndicate work.

A full course timetable is available on the Institute's website: www.aimnsw.com.au or may be obtained by emailing graduate@aimnsw.com.au or telephoning Student Services on 1300 651 811.

For students new to formal academic study, you may find that following reference text useful: *Good Essay Writing – A social sciences Guide* (2001) 2nd ed. by Peter Redman. The text is published by Sage Publications and can be purchased through the AIM Bookshop.

Exit point

Students may exit after successfully completing three modules with a Graduate Certificate in Management Practice providing they have completed both foundation modules – Finance and Human Resource Management.

Duration of course

To be eligible for the award of the *Graduate Diploma of Management Practice*, students must complete the six required modules within a four year period from the date of first enrolment.

To be eligible for the award of the Graduate Certificate in Management Practice, students must exit with the three required modules within a four year period from the first date of enrolment.

Students must meet the following requirements for each module in order to meet the requirements of the course:

- Attend a minimum of **80%** of contact class hours
- Participate actively in the preparation of syndicate assignments
- Reach a satisfactory standard of achievement on all assessment tasks
- Pass the final examination.

Competency-based Program Descriptors

The Institute offers a number of nationally accredited competency based qualifications at Certificate III, Certificate IV, Diploma, Advanced Diploma and Graduate Certificate levels.

Certificate IV in Business (Marketing) BSB40701 *

This qualification addresses the fundamentals of marketing in a practical and applied manner while providing broad based skills development in a number of other areas that support the achievement of successful marketing activities.

Outcomes

On completion of this qualification and related assessment tasks participants should be able to:

- Establish and maintain effective customer relationships
- Analyse market profile data to effectively target marketing activities and develop marketing plans
- Prepare, deliver and review a presentation to a target audience.

Course structure

Students are required to address ten units of competence. Participants attend three core programs: Building Client Relationships, Marketing Essentials and Professional Presentations that cover the specialist marketing units of competence. The remainder of the units required to complete this qualification can be made up from other AIM programs.

Assessment

To obtain the qualification, students must complete a number of workplace projects that require them to compile a range of evidence to demonstrate competence.

Availability

Students may commence the course at any time by enrolling in the course or undertaking one of the modules leading to the full qualification. The course must be completed within two years of the time of commencement.

For more information, please contact the Business Development Executives on (02) 9956 3052 or (02) 9956 3921 or email graduate@aimnsw.com.au

** It is expected that AIM will introduce the new BSB41307 Certificate IV in Marketing in the second half of 2008. The outcomes are deemed equivalent to the BSB40701 Certificate IV in Business (Marketing).*

Certificate IV in Business (Human Resources)

BSB40801*

With an increasing number of Human Resource Management responsibilities being delegated to line managers, it is more imperative that a wider cross section of people in an organisation have skills and knowledge in human resource policies, procedures, systems and legal requirements. This qualification will provide knowledge in the basics of human resources for anyone with human resource management responsibilities.

Outcome

On completion of this qualification and related assessment tasks participants should be able to:

- Administer human resource policies and procedures, including performance feedback and training and development plans
- Process specialist human resource documents and enquiries
- Plan and conduct effective recruitment, selection and induction of new employees.

Course structure

Students are required to address ten units of competence. Participants attend two core programs: Introduction to HR Management and Recruiting and Selecting Staff that cover the specialist human resource units of competence. The remainder of the units required to complete this qualification can be made up from other AIM programs.

Assessment

To obtain the qualification, students must complete a number of workplace projects that require them to compile a range of evidence to demonstrate competence.

Availability

Students may commence the course at any time by enrolling in the course or undertaking one of the modules leading to the full qualification. The course must be completed within two years of the time of commencement.

For more information, please contact the Business Development Executives on (02) 9956 3052 or (02) 9956 3921 or email graduate@aimnsw.com.au

** It is expected that AIM will introduce the new BSB41007 Certificate IV in Human Resources in the second half of 2008. The outcomes are deemed equivalent to the BSB40801 Certificate IV in Business (Human Resources).*

Certificate IV in Training and Assessment TAA40104

The *Certificate IV in Training and Assessment* is an essential prerequisite for those intending to deliver and assess nationally accredited training programs and highly desirable for trainers and educators involved in any form of adult instruction.

Outcomes

After the successful completion of the modules in this Certificate, and related assessment tasks, participants should be able to:

- Work effectively in vocational education and training
- Foster and promote an inclusive learning culture
- Ensure a healthy and safe learning environment
- Develop innovative ideas at work
- Use training packages to meet students' needs
- Design and develop learning programs
- Plan and organise group based delivery
- Facilitate group based, individual and work based learning
- Plan and organise assessment, assess competence
- Develop assessment tools and participate in assessment validation

Course structure

Students are required to address 14 units of competence. Participants attend four programs: The Australian Training Environment, Design Learning Programs, Training Delivery Skills or Train the Trainer and Assessing Training that cover the specialist training and assessment units of competence.

Assessment

To obtain the qualification, students must complete a number of workplace projects that require them to compile a range of evidence to demonstrate competence.

Availability

Students may commence the course at any time by enrolling in the course or undertaking one of the modules leading to the full qualification. The course must be completed within two years from the time of commencement.

For more information, please contact the Business Development Executives on (02) 9956 3052 or (02) 9956 3921 or email graduate@aimnsw.com.au

Diploma of Business BSB50101 *

The *Diploma of Business* provides a practical and relevant qualification that is of particular value to managers with staff and/or operational responsibilities.

Outcomes

The extensive choice of programs available for the Diploma allows managers to cover the breadth of topics relevant to managers operating in today's workplace: finance, marketing, people management and leadership.

There is also opportunity for specialisations such as sales, marketing or customer management to be catered for via a wide range of core and elective programs.

Course structure

The Diploma of Business addresses eight units of competence from the Business Services Training Package. Participants select five core units at Level 5 in addition to three elective units from level 3, 4, 5 from the wide range of AIM programs.

Assessment

To obtain the qualification, students must complete a number of workplace projects that require them to compile a range of evidence to demonstrate competence.

Availability

Students may commence the course at any time by enrolling in the course or undertaking one of the modules leading to the full qualification. The course must be completed within three years of the time of commencement.

For more information, please contact the Business Development Executives on (02) 9956 3052 or (02) 9956 3921 or email graduate@aimnsw.com.au

Qualification pathway

Students who successfully complete the Diploma of Business may apply for five units towards the Bachelor of Management and Professional Studies, Bachelor of Business Administration, Bachelor of Business and Bachelor of Social Science at Southern Cross University.

** It is expected that AIM will introduce the new BSB50207 Diploma of Business in the second half of 2008. The outcomes are deemed equivalent to the BSB50101 Diploma of Business.*

Diploma of Business (Human Resources) BSB50801 *

The *Diploma of Business (Human Resources)* has been designed to equip human resource practitioners with the skills and knowledge required to operate in a changing human resource management environment. Core programs address areas as diverse as human resources consulting, managing information systems and developing remuneration and retention strategies.

Outcomes

On completion of this qualification and related assessment tasks participants should be able to address outcomes across a range of areas:

- Deliver, manage and evaluate appropriate human resource services
- Select, implement and monitor performance of human resource management information systems
- Implement management processes to determine, monitor and evaluate employee performance
- Implement, review and update the organisation's remuneration strategy
- Develop and manage processes for separation and termination of employees.

Course structure

Students are required to address eight units of competence. Participants attend two core programs: Building Strategic HR Value and Review and Reward Staff Performance that cover the specialist human resource units of competence. The remainder of the units required to complete this qualification can be made up from other AIM programs.

Assessment

Assessment is through workplace projects. All modules in the course include a workplace project that requires participants to compile a range of evidence to demonstrate competence.

Availability

Students may commence the course at any time by enrolling in the course or undertaking one of the modules leading to the full qualification. The course must be completed within three years of the time of commencement.

For more information, please contact the Business Development Executives on (02) 9956 3052 or (02) 9956 3921 or email graduate@aimnsw.com.au

** It is expected that AIM will introduce the new BSB50607 Diploma of Human Resources Management in the second half of 2008. The outcomes are deemed equivalent to the BSB50801 Diploma of Business (Human Resources).*

Frontline Management (FLM)

The Frontline Management initiative was developed to help Australian organisations to improve productivity and management performance in the frontline from team leaders through to line managers with responsibility for the strategic direction of the business. Individual competency can be recognised either through attendance at training sessions and the completion of workplace projects or by recognition of the skills and knowledge gained through previous studies, work and life experiences.

The frontline management qualifications address units of competence in the *Business Services Training Package*. AIM offers the Frontline Management qualification at Certificate III, Certificate IV and Diploma levels.

Please note that there is no direct articulation between three FLM levels offered.

Assessment

All modules in the Frontline Management are assessed through workplace projects that require participants to compile a range of evidence to demonstrate competence.

Availability

Students may commence the qualifications at any time by enrolling in the course or undertaking one of the modules leading to the full qualification. The course must be completed within two years of the time of commencement if enrolled in a Certificate III or Certificate IV qualification and within three years of the time of commencement if enrolled in the Diploma.

For more information, please contact the Business Development Executives on (02) 9956 3052 or (02) 9956 3921 or email graduate@aimnsw.com.au

Qualification pathway

On successful completion of the *Certificate IV in Business (Frontline Management)* students may apply for a full semester exemption in the *Bachelor of Management* at the University of Newcastle or four units towards the *Bachelor of Business* and *Bachelor of Administration* at Southern Cross University.

On successful completion of the *Diploma of Business (Frontline Management)* students may apply for a full year exemption in the *Bachelor of Management* at the University of Newcastle or eight units towards the *Bachelor of Business* and *Bachelor of Administration* at Southern Cross University.

Certificate III in Business (Frontline Management)

BSB30504*

This qualification requires six units: four core FLM units + two electives

Core: Select four units from the following list:

Two of the units must be FLM units (i.e. must include BSBFLM in the unit code) and BSBCMN311A Maintain workplace safety just be included:

- BSBFLM303B Contribute to effective workplace relationships
- BSBFLM305B Support operational plan
- BSBFLM312A Contribute to team effectiveness
- BSBCMN302A Organise personal work priorities and development
- BSBCMN311A Maintain workplace safety

Electives: Select two units from the following list, of which one unit must be a FLM unit (i.e. must include BSBFLM in the unit code)

- BSBFLM306B Provide workplace information and resourcing plans
- BSBFLM309B Support continuous improvement systems and processes
- BSBFLM311B Support a workplace learning environment
- BSBCMN310A Deliver and monitor a service to customers
- BSBCMN312A Support innovation and change
- BSBCMN419A Manage projects
- BSBCMN416A Identify risk & apply risk management processes
- BSBEBUS403A Communicate electronically
- BSBEBUS409A Lead and facilitate e-staff

** It is expected that AIM will introduce the new BSB31207 Certificate III in Frontline Management in the second half of 2008. The outcomes are deemed equivalent to the BSB30504 Certificate III in Business (Frontline Management).*

Certificate IV in Business (Frontline Management) BSB41004*

Requires eight units for the qualification: five core units + three electives

Core: Competency is required in all five of the following core units:

- BSBFLM403B Implement effective workplace relationships
- BSBFLM405B Implement operational plan
- BSBFLM412A Promote team effectiveness
- BSBCMN402A Develop work priorities
- BSBCMN411A Monitor a safe workplace

Electives: Select three from the following list, of which one unit must be a FLM unit (i.e. Must include BSBFLM in the unit code)

- BSBFLM406B Implement workplace information system
- BSBFLM409B Implement continuous improvement
- BSBCMN404A Develop teams and individuals
- BSBCMN410A Coordinate implementation of customer service strategies
- BSBCMN412A Promote innovation and change
- BSBCMN413A Implement and monitor environmental policies
- BSBCMN416A Identify risk & apply risk management processes
- BSBCMN419A Manage projects
- BSBEBUS403A Communicate electronically
- BSBEBUS409A Lead and facilitate e-staff

** It is expected that AIM will introduce the new BSB40807 Certificate IV in Frontline Management in the second half of 2008. The outcomes are deemed equivalent to the BSB41004 Certificate IV in Business (Frontline Management).*

Diploma of Business (Frontline Management) BSB51004*

Requires 11 units for the qualification: eight core + three electives

Select eight units from the following list, of which one must be:

BSBMGT 505A Ensure a safe workplace

PLUS seven of the following:

BSBFLM501B Manage personal work priorities and profess. development

BSBFLM503B Manage effective workplace relationships

BSBFLM505B Manage operational plan

BSBFLM506B Manage workplace information systems

BSBFLM507B Manage quality customer service

BSBFLM509B Facilitate continuous improvement

BSBFLM510B Facilitate and capitalize on change and innovation

BSBFLM511B Develop a workplace learning environment

BSBFLM512A Ensure team effectiveness

Select three units from the following list (which may include one or both of the units not yet chosen from above):

BSBFLM513A Manage budget/financial plans within work team

BSBFLM514A Manage people

BSBMGT507A Manage environmental performance

BSBCM419A Manage projects

BSBCM416A Identify risk & apply risk management processes

BSBEBUS403A Communicate electronically

BSBEBUS409A Lead and facilitate e-staff

** It is expected that AIM will introduce the new BSB51107 Diploma of Management in the second half of 2008. The outcomes are deemed equivalent to the BSB51004 Diploma of Business (Frontline Management).*

Certificate IV in Project Management BSB41504*

The program provides an overview of the eight knowledge areas of project management and relates them in practical ways to the field of project management. It is designed for project managers and team members who already understand the basic fundamentals of project management, are accountable for project outcomes.

Outcomes

On completion of this qualification and assessment tasks participants should be able to:

- Apply scope management techniques
- Apply time management techniques
- Apply cost management techniques
- Apply quality management techniques
- Apply human resources management
- Apply communications management techniques
- Apply risk management techniques
- Apply contract and procurement techniques

Course structure

Students are required to address eight units of competence. Participants attend two programs: Project Management Fundamentals and the Advanced Project Management Program.

Assessment

All competencies in the *Certificate IV in Project Management* are assessed through workplace projects that require participants to compile a range of evidence to demonstrate competence.

Availability

Students may commence the course at any time by enrolling in Project Management Fundamentals or applying for Recognition of Prior Learning (RPL) then undertaking the Advanced Project Management Program.

The *Certificate IV in Project Management* must be completed within six months from the time of commencement. The only exception is if the student needs to defer due to illness or their employment status changes during the assessment period and they no longer have access to their project plans or other essential information. In these cases, AIM would allow students to defer submission of their assessments for a period of up to six months from the date the deferral is granted. Only one deferral can be granted during the program.

For more information, please contact the Business Development Executives on (02) 9956 3052 or (02) 9956 3921 or email graduate@aimnsw.com.au

*It is expected that AIM will introduce the new BSB41507 Certificate IV in Project Management in the second half of 2008. The outcomes are deemed equivalent to the BSB41504 Certificate IV in Project Management.

Diploma of Project Management BSB51504*

The *Diploma of Project Management* focuses on the practical elements of project management and is suitable for experienced project managers from a range of industries. It will provide a comprehensive knowledge of project management, including an understanding of project planning and control procedures, resource management, and risk analysis, as they apply to projects. Students will also gain an awareness of the methods, techniques and tools available to help them manage projects more effectively.

Outcomes

On successful completion of the *Diploma of Project Management* and related assessment tasks participants will:

- Gain an overview of the principles, skills and techniques required for the management of projects
- Understand the principles of time management within a project context, and of project planning and control
- Be introduced to the process used in developing a plan for the management of time, costs and human and physical resources
- Apply quality principles in the management of projects
- Identify risk associated with the project and the development of contingency plans
- Apply skills, knowledge and procedures required to provide effective communications throughout the project lifecycle
- Understand teamwork, leadership and the practical application of skills in managing human resources within a project environment
- Understand budgets and develop a plan for the management of finances (and other costs) associated with the project
- Administer and manage the supply of goods and services to the project
- Develop an in depth working knowledge of project management methods, techniques and tools, and an understanding of integration within an organisational environment.

Course structure

There are no prior degree requirements for admission to the *Diploma of Project Management*. However, students undertaking this qualification need to be experienced project managers or project leaders. It is expected that students can work independently to master the content of each subject and successfully complete assessment tasks.

Students are required to address nine units of competence. Participants attend two core programs: Advanced Project Management (three days) and Workshop for Diploma of Project Management (2 days) 12 weeks later.

A minimum of 140 additional hours is required to complete readings and assessment tasks.

Assessment

Assessment is comprised of a multi choice skills examination, an executive presentation and a work-based assessment. The *Diploma of Project Management* addresses the Project Management Competency Standards within BSB01 Business Services Training Package

Availability

Students may commence the qualifications at any time by enrolling in the course or undertaking one of the modules leading to the full qualification. The course must be completed within six months of enrolment.

The only exception is if the student needs to defer due to illness or their employment status changes during the assessment period and they no longer have access to their project plans or other essential information. In these cases, AIM would allow students to defer submission of their assessments for a period of up to six months from the date the deferral is granted. Only one deferral can be granted during the program.

Qualification pathway

Students who successfully complete the qualification will receive one unit in the *Graduate Certificate in Project Management* with the UNE Partnerships (UNEP), or meet one unit of the University of New England's *Master of Business Administration*, or meet the student requirements for the AIPM's *Registered Project Manager (RPM)*. PMI members may also obtain professional development points by attending training.

For more information, please contact the Business Development Executives on (02) 9956 3052 or (02) 9956 3921 or email graduate@aimnsw.com.au

** It is expected that AIM will introduce the new BSB51407 Diploma of Project Management in the second half of 2008. The outcomes are deemed equivalent to the BSB51504 Diploma of Project Management.*

Advanced Diploma of Project Management BSB60904 (NEW)*

As governance requirements of corporate projects increase, the necessary skill levels of project, program and portfolio management continue to increase. The Advanced Diploma of Project Management (BSB60904) reinforces the application of the nine knowledge areas of project management.

The Advanced Diploma of Project Management prepares candidates for the self-directed application of skills and knowledge at a substantial depth across all functional areas of project management where competencies are normally used independently and are substantially non-routine and significant judgement is required.

The Advanced Diploma of Project Management is a specialised qualification for project managers managing a wide range of projects of varying degrees of difficulty and complexity and who work under limited guidance and in line with a broad plan, budget or strategy requiring significant skills and knowledge and at a higher level of personal accountability and judgement across a broad range of operational and strategic functions.

Whilst there are no formal pre-requisites it is recommended that the *Diploma of Project Management* or equivalent experience and a working knowledge of the PMBoK®, AIPM or PMI credentials are recommended.

Learning Outcomes

- Distinguish the differences in managing single (medium, large or complex) projects and managing in a program or multi-project environment.
- Apply knowledge and skills in program management and multi-project management.
- Understand and apply the processes and techniques in managing medium to large and complex projects and programs.
- Apply skills and knowledge to integrate multiple projects or programs of related projects to achieve optimum business outcomes whilst successfully managing internal and external client expectations
- Appreciate how project management skills can be used to manage multifaceted or complex organisational change programs
- Appreciate the importance of aligning projects and programs with business strategies for corporate benefits realisation.

Course structure

Students are required to address nine units of competence. Participants attend one program (three days) of classroom attendance. Approximately 200 additional hours is required to complete readings and assessment tasks.

Assessment

All competencies in the *Advanced Diploma of Project Management* are assessed through a combination of written questions, workplace evidence, work-based projects and self-assessment.

Availability

Students may commence the qualification at any time by enrolling or applying for Recognition of Prior Learning (RPL).

The *Advanced Diploma of Project Management* must be completed within six months from the time of commencement. The only exception is if the student needs to defer due to illness or their employment status changes during the assessment period and they no longer have access to their project plans or other essential information. In these cases, AIM would allow students to defer submission of their assessments for a period of up to six months from the date the deferral is granted. Only one deferral can be granted during the program.

For more information, please contact the Business Development Executives on (02) 9956 3052 or (02) 9956 3921 or email graduate@aimnsw.com.au

** Pending VETAB endorsement.*

It is expected that AIM will introduce the new BSB60707 Advanced Diploma of Project Management in the second half of 2008. The outcomes are deemed equivalent to the BSB60904 Advanced Diploma of Project Management.

Advanced Diploma of Business Management BSB60201 (NEW)*

The *Advanced Diploma of Business Management* has been designed to provide a highly relevant and flexible choice for mid-level and senior managers requiring a practical, professional qualification. It is targeted towards managers who are aiming to gain high levels of leadership, decision-making, and problem-solving skills and who aspire to work responsibly towards organisation-wide strategic outcomes.

Strategic business planning, customer service, risk management, leadership and change management constitute the core programs for this qualification.

Learning Outcomes

- Conduct a situational analysis of a business; articulate the aims, objectives and key aspects of a strategic business plan; develop a strategic business plan and set up monitoring processes to track the success of the plan;
- Understand the principles and processes of Strategic Thinking, Planning and Management for successful worldwide organisations; develop and review the organisational vision and mission statement; use appropriate methods to successfully analyse the external environment and the competitive environment; analyse and review the organisation's capabilities and formulate strategic objectives and strategies;
- Plan to meet internal and external customer requirements, manage delivery of products and services and monitor, evaluate and adjust quality of customer service;
- Understand the strategic importance to the organisation of developing a risk management plan which incorporates the policies and procedures for managing risk; implement the risk management plan and evaluate and monitor the risk management plan;
- Clearly define the specific leadership attributes (and their associated behaviours) that need to be demonstrated within one's particular work situation; design a detailed scorecard which defines the results needed to be achieved for key stakeholders; pinpoint and model important behaviours to win credibility both within, and beyond one's organisation; explore and practise a range of processes and techniques for developing and mobilising the individual commitment of people within the workgroup; identify the specific organisational capabilities (eg. teamwork, innovation, managing change) required to maximise current and future performance;
- Participate in planning the introduction of change; develop creative and flexible approaches and solutions and manage emerging challenges and opportunities.

Course structure

Students are required to address eight units of competence for the qualification. Participants attend five programs: Strategic Business Planning, Review and Develop Business Plans, Manage Strategic Customer Service, Strategic Risk Management, Leading for Results OR Organisational Leadership and Manage and Implement Change.

Participants should expect to spend nominally between 300 – 400 hours engaged in learning, readings and assessment throughout the duration of the qualification. The

number of classroom days will be between 12 and 16 days depending on the programs you study.

Assessment

To obtain the qualification, students must complete a number of workplace projects that require them to compile a range of evidence to demonstrate competence.

Availability

Students may commence the course at any time by enrolling in the course or undertaking one of the modules leading to the full qualification. The course must be completed within three years of the time of commencement.

For more information, please contact the Business Development Executives on (02) 9956 3052 or (02) 9956 3921 or email graduate@aimnsw.com.au

** Pending VETAB endorsement.*

It is expected that AIM will introduce the new BSB60407 Advanced Diploma of Management in the second half of 2008. The outcomes are deemed equivalent to the BSB604014 Advanced Diploma of Business Management.