

CODE OF PRACTICE FOR EDUCATION AND TRAINING

1 DATE OF IMPLEMENTATION

The Code of Practice applies from 1 March 2003 and will be reviewed at least annually.

2 PURPOSE

The purpose of the Code of Practice is to provide a framework for AIM NSW & ACT Training Centre Limited (TCL) staff, contractors and faculty members to provide students with a high level of service to ensure the maximum benefit from their learning investment.

3 SCOPE

The Code of Practice applies to accredited and non-accredited training and both public training and in company training. The Code of Practice applies to all courses conducted under the *Vocational Education and Training Act 2005* and the *Higher Education Act 2001*.

The Code of Practice is available to staff, trainers, assessors, sessional faculty members and students via the AIM NSW & ACT TCL Intranet and website.

Higher Education Provider

AIM NSW & ACT TCL is a registered Higher Education Provider under the *Higher Education Act 2001* and offers the Graduate Diploma in Management Practice.

Registered Training Organisation

AIM NSW & ACT TCL is a Registered Training Organisation (RTO) providing nationally recognised qualifications. As an RTO, the Institute has in place comprehensive educational governance policies and processes, and this Code of Practice for the delivery of management education and training programs.

The qualified staff of AIM NSW & ACT TCL and the Academic Advisory Board monitor these processes and policies to ensure quality learning experiences for all students.

4 RELATED LEGISLATION AND POLICIES

Legislative Requirements

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 Act 2005
- Higher Education Act 2001
- AQTF National Compliance Guidelines and Standards for RTOs.

Related Policies

The Code of Practice should be read in conjunction with the following AIM ACT & NSW TCL related policies:

- Recognition Services Policy
- Advanced Standing Policy
- Access & Equity Policy
- Assessment Policy
- Code of Conduct

These requirements have been incorporated into our training products and services and are disseminated to staff and students by appropriate means.

5 POLICY AND PROCEDURE

5.1 Recruitment, Selection and Admission Processes

AIM NSW & ACT TCL provides accurate and timely information on program content, level, assessment, fees and duration to enable informed choices to be made by students on the program most appropriate to their needs. This information is communicated through the annual Directory of courses, the AIM website, individual subject product sheets and verbal advice provided by Client Service staff and Business Development Executives. The Institute's qualified managers are also available to assist students in course selection and evaluation of development needs.

Students register to attend a specific program based on this advice. With the exception of the *Graduate Diploma in Management Practice* there are generally no formal admission criteria or pre-requisites for enrolment in the AIM NSW & ACT TCL courses. For further information on the Graduate Diploma in Management Practice, please refer to the Admission and Enrolment for Higher Education Courses Policy and Procedure.

Recognition of Prior Learning and Advanced Standing

Recognition of Prior Learning (RPL) is a process for recognising a student's existing skills, knowledge and competencies irrespective of how they were gained. Students may apply for recognition of current competency for individual modules or whole qualifications. The process involves providing a portfolio of evidence against the endorsed national standards. Recognition will provide the candidate with advanced standing in the relevant course.

Advanced Standing refers to the principle of accepting a student's academic record, in whole or part, as either identical to or equivalent of a part of an AIM course.

Students should contact the Academic Officer for further information.

Recognition of Qualifications Issued by Other RTOs

As a Registered Training Organisation (RTO) registered in accordance with the Australian Quality Training Framework, AIM NSW & ACT TCL, its staff, trainers, and assessors and contractors recognise the qualifications and Statements of Attainment issued by other RTOs. A student can use this to gain credit in the same or a related course.

5.2 Training and Education Delivery Processes

Individual learning needs

AIM NSW & ACT TCL is committed to meeting the learning needs of every student on every program. Prior to attending a vocational training event, enrolled students are asked to complete a *Pre-course Expectation Form* that aims to identify individual learning requirements and objectives. This information is used as a basis for identifying existing competency and adapting training delivery to the diverse needs of the student group.

Qualified program leaders, assessors and faculty members

AIM NSW & ACT TCL engages program leaders, faculty members and assessors with the necessary formal qualifications, industry experience and practical training expertise to deliver positive and effective learning outcomes for students. Generally, program leader, faculty members and assessors hold qualification one level above the course being taught.

Ongoing professional development

AIM NSW & ACT TCL contract and staff trainers, assessors and faculty members are encouraged to undertake on-going professional development to maintain the currency of their knowledge and skills.

Variety of delivery modes

Delivery is highly interactive and utilises a range of approaches including: program leader input, syndicate work, computer simulations and other online content, research assignments, guest practitioner presentations, group/individual presentations, class discussions, case studies, exercises and questionnaires, videos and practice sessions.

Learning materials and environment

Quality learning resources and course materials are central to the delivery strategies. The purpose designed learning environment in which courses take place has state-of-art training equipment including data projectors, video cameras and internet connections as standard features in each room.

Learning support

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

AIM NSW & ACT TCL's qualified staff, trainers, assessors and sessional faculty members are available throughout to assist with individual learning needs.

Reasonable adjustment may be provided for candidates with a disability, according to the nature of the disability.

Language, literacy and numeracy

Candidates who have difficulty with basic literacy, numeracy, English language or other areas of learning are asked to advise the Business Development Executive upon enrolment. AIM NSW & ACT TCL may be able to provide direct assistance or refer the student to an appropriate agency.

5.3 Assessment

AIM NSW & ACT TCL undertakes to provide all students with an assessment process that is fair, valid, reliable and equitable. Assessment is undertaken by qualified assessors. Assessment of student achievement is conducted in a number of ways depending on the course of study.

Competency Based Courses

Competency-based courses are assessed by a workplace project for each module and a major workplace project if the full course award is sought. Details of the assessment procedure for each module is contained in the course materials supplied to students at the commencement of the course.

Assessment is optional. If students choose not to be assessed, they receive a *Statement of Attendance* for the program. Candidates who successfully demonstrate competency against the relevant national standards will receive a *Statement of Attainment* for the program or the course. The fee for assessment is \$205 per single course. This fee is incorporated into the cost of the program for corporate students.

Modules from the Graduate Diploma of Management Practice

Modules from the Graduate Diploma of Management Practice are assessed in accordance to Higher education guidelines. Assessment usually entails written essays, syndicate work, oral presentations and exams. Details are in the *Important Information for Students* document for each specific module.

Assessment Appeals Process

AIMN NSW & ACT TCL has a documented assessment appeals procedure. Complaints made by candidates in relation to any aspect of the assessment process are referred in writing to the Curriculum Manager within two weeks of the assessment being conducted.

Following consultation with the assessor involved, the appeal may be referred to a review panel consisting of an 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 candidate to be reassessed by another assessor or academic.

The appellant has the right to personally present his or her case to the panel. There will be no charge for reassessment. The appeal decision should be finalised within two weeks of the appeal being lodged.

A candidate is eligible for reassessment on one occasion per program. If a candidate is unsuccessful upon reassessment and wishes to be assessed again, the candidate may re-enrol in the module and pay the relevant module and assessment fees.

5.4 Student Feedback and Complaints

AIM NSW & ACT TCL encourages dialogue with its students and seeks to continually improve its programs and services in response to student feedback.

Students who have a major concern relating to the *program or course content, the session leader or faculty members, the learning environment or the service delivered*

by staff should contact the Open Programs Manager as soon as the concern arises. If the concern cannot be immediately resolved, the Institute has in place a documented procedure by which to investigate and resolve the complaint. All complaints will be dealt with in a timely manner.

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 on as soon as the concern arises.

Stage 2: The Open Programs Manager 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.

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 student will also have the opportunity to formally present his or her complaint. 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 complaints, the complainant will be notified in writing.

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

AIM NSW & ACT TCL may compensate the individual in one of a number of ways:

- refund the course/module fees
- offer an opportunity to attend another course/module
- provide additional tuition/coaching
- make a written apology
- offer other compensation as deemed appropriate in consultation with key stakeholders.

Where there are significant concerns about the *course/module outcomes*, AIM NSW & ACT TCL may decide to review the curriculum documents and/or learning materials as part of the ongoing evaluation process to ensure that they meet the learners' needs.

Where there is a complaint about a *contractor* or *employee*, AIM NSW & ACT TCL will advise the relevant line manager of the complaint and the issue will be dealt with under the terms of the employee's Performance Agreement or the Contractor Agreement.

Where there is a complaint in relation to an *access* and *equity* issue, the Open Programs Manager and Curriculum Manager may resolve the complaint by negotiating an appropriate outcome in consultation with key stakeholders. AIM NSW & ACT TCL will promptly address any complaint concerning access and equity issues in relation to curriculum or learning materials.

5.3 Access and Equity

AIM NSW & ACT TCL seeks to provide a learning environment which is discrimination free and which promotes and encourages equal opportunity, access and equity. Every effort has been made to ensure that services and products (including

learning documents and materials) contain inclusive and non- discriminatory language and examples.

5.4 Conduct with Students

The AIM NSW & ACT TCL Code of Conduct is provided to all staff at induction. The Code of Conduct is also referenced in the following documents:

- Staff Handbook
- Student Handbook
- Graduate Faculty Handbook.

Where there are laws they must be obeyed. Where there are none, integrity, personal responsibility and commonsense should always dictate actions. The Code of Conduct applies to all staff, including trainers, assessors and sessional faculty members. All staff, including trainers, assessors and sessional faculty members have the responsibility to ensure that it is not breached. Infringement of the Code of Practice may result in disciplinary action, including termination in serious cases.

Information on student misconduct is covered in the Student handbook.

5.5 Marketing of Education, Training and Assessment Services

All marketing and advertising materials and activities comply with ethical marketing policies and seek to avoid inaccuracies and ambiguities. The logos indicating Nationally Accredited Training and VETAB registration are used appropriately.

Where both accredited and non-accredited courses are advertised in the same advertisement or publication, clear distinctions between the two are made.

5.6 Copyright

AIM NSW & ACT TCL holds a CAL licence under which it reproduces copyright materials for educational use. A CAL register is kept and the Institute's observance of its obligations under this licence is audited periodically.

5.7 Terms and conditions for fees, transfers and refunds

Terms and Conditions of business are set out in various documents such as, course information, course directories and the letter of enrolment confirmation sent to all candidates. The Terms and Conditions may also be accessed on the AIM website or by contacting Student Services prior to enrolment.

The fees payable for each program or course are set out in the Directory and in the advertising information sent to students. Fees are payable 14 days prior to the program commencement and include the cost of course materials, lunch and refreshments. GST is applicable to catering and textbooks.

AIM NSW & ACT TCL reserves the right to cancel, postpone or reschedule programs.

5.8 Refund and Transfers

More than 14 days from course commencement

Transfers and cancellations will only be accepted up to 14 days prior to the first attendance day of the program. Fees will be refunded or allocated to another training program without penalty provided there are spaces available on the alternate program.

Less than 14 days from course commencement

Transfers and cancellations will not be accepted within 14 days of the first attendance day. Program fees will not be refunded or allocated to another program. The Australian Institute of Management cannot accept responsibility for changes in work commitments or personal circumstances within this fourteen-day period. Substitute delegates are always welcome at no extra cost.

The policy is detailed in documents including the Student Handbook, Enrolment Forms, Notification of Enrolment letter, and on the AIM website.

5.9 Privacy and Student Records

AIM NSW & ACT TCL 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.

AIM NSW & ACT TCL 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 calling Student Services on 1300 651 811.

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

It is the responsibility of AIM NSW & ACT TCL and its representatives to ensure that all personal student details are kept secure and that no unauthorised persons or organisations have access to student information. Student records associated with accredited courses are maintained for a minimum period of 30 years as required by the Australian Quality Training Framework, under which AIM operates.

REVIEW AND MODIFICATION HISTORY

Date	Source	Detail
01.03.04	Curriculum Manager	Revision – no changes
29.04.04	Curriculum Manager	Revision – no changes
25.04.05	Curriculum Manager	Revision – reformatted only
08.02.06	Curriculum Manager	Revision – changes made to reflect <i>2005 Changes Booklet to Standards for RTOs</i> and to privacy statement
29.03.06	Curriculum Manager	Amended to reflect <i>Higher Education Act 2001</i>