

# AIM SA Participant Handbook



Australian  
Institute of  
Management  
SOUTH AUSTRALIA

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# Qualification Enrolment Guide

## Introduction

AIM SA Certificate, Diploma and Advanced Diploma programs are Nationally Recognised Qualifications from a variety of Training Packages. These Training Packages allow the flexibility to customise programs to suit specific individual or organisational needs.

Such Nationally Accredited training programs provide a transferable qualification for Australian workers, recognised throughout Australia. These qualifications are aligned with the Australian Qualifications Framework (AQF).

Each qualification is made up of a number of competency based and assessed programs. A variety of assessment techniques take place during the programs. For most programs you will also be required to complete a workplace assessment to demonstrate that you are competent to apply all required knowledge and skills in your workplace.

Programs are designed for people who wish to increase or broaden their current skills; they are hands-on and practical, with a focus on competencies required in the business environment.

AIM SA offers a unique learning pathway, incorporating qualifications from Certificate III through to the MBA. A list of the qualifications offered is contained in the AIM SA Directory or on the AIM SA website ([www.aimsacom.au](http://www.aimsacom.au)).

## Entry Requirements

To gain full benefit from AIM SA's Certificate, Diploma and Advanced Diploma training programs, it is recommended that you have successfully completed Year 10 and have basic adult literacy and numeracy skills. Whilst there are no other mandatory requirements for entry to these qualifications (unless stated), AIM SA will assist you to determine the appropriate level of qualification for your skills, attributes, experiences and potential.

No barriers to entry exist based on age, gender, physical ability or social background. As assessment is based on workplace projects, you will benefit from access to a workplace or community-based organisation to demonstrate competency.

## What skills do you need to study at AIM SA?

To complete the standard assessment for AIM SA courses you will need to be able to read and write in English, understand the English language spoken in the class and, for some courses, work with numbers. As a minimum you will need to be able to:

### Learning

- develop goals, study plans and priorities
- access information from a range of sources and make decisions about its relevance for your needs
- organise and compare information
- think about your skills, knowledge and experience and know what you do well and where your need to improve
- learn from new experiences
- apply new information, ideas and skills to familiar and some unfamiliar situations
- share information and ideas with others

### Writing

- write a number of paragraphs
- write sentences and paragraphs that follow an order that helps to communicate your ideas
- plan, draft, proofread, check for accuracy and self-correct work
- use relevant words and phrases to suit your purpose and express your ideas
- use correct grammar and punctuation consistently
- spell with reasonable accuracy

### Reading

- read and understand text that is organised in paragraphs
- use your experience, knowledge and clues in the text to work out meaning of words, sentences and the text as a whole
- work out what is opinion, what are ideas and what is information
- answer questions about the text you have read
- scan the text and pick out the information is relevant to you
- read and understand different styles of text, including diagrams and tables, web pages, fact sheets and instructions

### Oral Communication

- say the same thing in different ways for different audiences
- express opinions and ideas, share information and describe using appropriate language
- use humour, common expressions and slang appropriately

### Numeracy

- understand the meaning of common abbreviations and symbols such as km, hr, kg, \$1/2, /, \*, x, -, +, ÷
- add, subtract, divide, multiply numbers bigger than 100 and with money
- work out a percentage, an average, a fraction and decimals

A sample Literacy and Numeracy test is attached to your Qualification Enrolment form. Please complete and return to us. Facilitators will use the results of these tests to tailor your learning experience.

## Assistance

AIM SA endeavours to meet everyone's diverse learning needs. To assist us please inform the AIM SA Client & Member Services team on 08 8241 8000 of any special considerations or requirements you may have (e.g. disabilities and/or special learning requirements) or if any Access and Equity issues arise during your participation in training.

For assistance with course choices for your qualification, or if you have any special needs, please contact AIM SA on 08 8241 8000.

## General Rules for Designing Qualifications

If you are intending to undertake a qualification, it is essential that you submit your Qualification Enrolment so that we can monitor and record your progress in achieving the qualification, and check that:

- The units you have selected meet the rules of the qualification and will lead to the qualification you wish to attain
- You have received all of the relevant information regarding the qualification
- You have considered whether you wish to demonstrate any of the required competencies through Skills Recognition (Recognition of Prior Learning and/or Credit Transfer).

There are specific rules that apply to individual qualifications. These are contained in the Qualification Enrolment for the qualification. The following rules apply to the majority of qualifications:

1. Units from other Endorsed Training Packages may be included in the qualification. These may be units from specialist qualifications. For example, Automotive Manufacturing.
2. When combining units, choices must be exercised so that no duplication of work outcomes occurs. For example, it would not be legitimate to combine a communication unit from the Business Services Training Package with a communication unit from another Training Package.
3. The rules of Training Packages allow, on occasions, for a set number of units to be included in a qualification from qualifications at higher or lower levels. This should occur only in circumstances where units included in a qualification at the same level are not available.
4. If the packaging of a qualification meets the rules of a specialist qualification, then the specialist qualification and not the generic qualification must be awarded. For example, if four units from Human Resources are included in a Certificate IV, then the Certificate IV in Human Resources must be issued, not Certificate IV in Business or Certificate IV in Frontline Management.

To check whether any or all of these rules apply to the qualification you wish to undertake, check the last 1-2 pages of the Qualification Enrolment or contact AIM SA on 08 8241 8000.

## Articulation

- Programs within AIM SA qualifications are competency based, from Nationally Accredited Training Packages
- Each qualification aligns with the stated Australian Qualifications Framework (AQF) level and provides a transferable qualification, which is recognised throughout Australia
- Diploma and Advanced Diploma programs may provide entry into the AIM SA Graduate Certificate in Management, if other additional entry requirements are met.

Refer to the AIM SA Directory or AIM SA website for the learning pathway from Certificate III through to MBA.

## Completing your Qualification Enrolment

Please read all the information in this handbook before selecting your programs and completing your Qualification Enrolment.

It is important to complete your Qualification Enrolment as it makes us aware that you are working towards a qualification so we can then:

- Check that the programs you have selected will lead to the qualification you require
- Monitor your progress and automatically issue the qualification on completion

### Qualification Rules

Each qualification has specific rules, which set out:

- The total number of units to be completed
- The number of units to be included from particular sections
- The maximum number of units that can be taken from particular sections

This information is contained in the Qualification Enrolment Form for each individual qualification. Please ensure that the Qualification Enrolment you have received is the correct one for the qualification you wish to undertake. If it is not, or you wish to compare other qualifications, please contact the Client and Member Services team on 08 8241 8000.

### Units of Competency

A unit contains a specific workplace competency. In some cases, where unit competency's neatly fit together, AIM SA has combined two or more into one program. It is therefore important when selecting your programs that the total number of units selected meet the qualification requirements.

### Program Details

The program overview, content and learning outcomes for each program are contained in the individual program outlines on the AIM SA website or in the current AIM SA Directory. The page numbers are indicated in the Qualification Enrolment Form. The programs can be commenced at any time and there is no set order of completion, however AIM SA may make recommendations for which program to consider starting your qualification with.

## Methods of Attainment

Each program can be completed in one of three ways:

### 1. Attendance (Training & Assessment)

To select a training program complete the following two steps:

- Tick (✓) the dates you wish to attend
- Enter the relevant program fee (member or non-member)

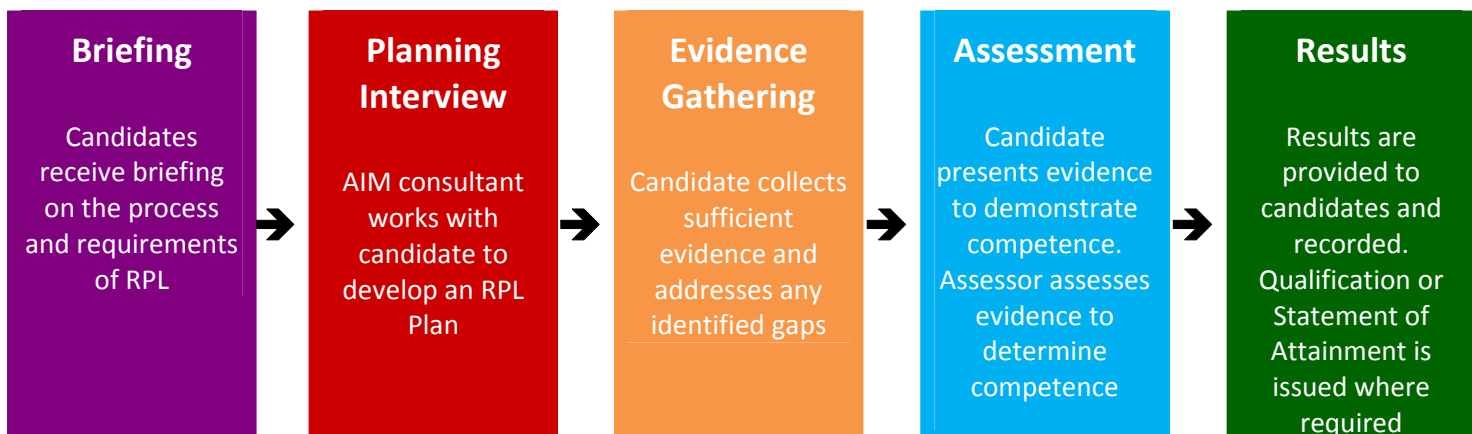
### 2. Skills Recognition – Recognition of Prior Learning

What is it?

Recognition of Prior Learning (RPL) is the process of formally acknowledging the skills and knowledge you have and then measuring them against the Units of Competency included in a program.

RPL looks at:

- Formal and informal training programs: e.g. School, AIM SA, University, and/or sessions run by other training bodies
- Life experience: e.g. Community group involvement, family activities, sports, hobbies, business pursuits, household management
- Work experience: e.g. On the job training or on the job experience



It is important to apply for RPL if you think you already have the experience relevant to the Units of Competency contained in a program. The advantages of applying for RPL are:

- You identify where your experience has provided you with the knowledge and skills required by the Units of Competency
- You will finish your qualification much earlier, and attend fewer days of training
- You only attend programs that are new and challenging; you don't attend programs in which you have proven experience

### How it works - what happens?

*Step 1* Check the Learning Outcomes of the program in the current AIM SA Directory or [www.aimsa.com.au](http://www.aimsa.com.au). If you think you may already be competent, flag that program to be undertaken by RPL on your Qualification Enrolment by placing a tick (✓) in the 'RPL' tick box. Once we have received your Qualification Enrolment an AIM SA representative will contact you to arrange a time for you to attend an initial Competency Mapping Interview. During the initial Competency Mapping interview we will go through the RPL process, explain the different types of evidence you can provide and answer any of your questions. Once you have completed your Competency Mapping Interview you will receive a report giving you details of the Units of Competency you have chosen to complete via the RPL process as well as the evidence you have indicated you will supply. At this point you can either continue with the RPL process or complete training and assessment.

If you choose to go ahead with the RPL process:

*Step 2* Gather your evidence

*Step 3* Send your portfolio of evidence to AIM SA and phone your contact person to make an appointment for your Assessing Evidence Interview

*Step 4* At the Assessing Evidence interview:

- AIM SA may provide a witness to ensure that the RPL process is fair and equitable to you
- You may bring a witness. This person may be a supervisor or colleague who can also assist you to remember important events that will demonstrate your competence
- At the end of the interview, you will be advised whether or not you have demonstrated competence.

If you are assessed as "Competent", a Statement of Attainment will be forwarded to you.

If you are assessed as "Not Yet Competent", you will be given information to assist you to reach competency either through submission of further evidence or by attending training. If you do not agree with an outcome of "Not Yet Competent" you may contact AIM SA's General Manager Education and Business Services on 08 8241 8000.

If you are not satisfied with the response, please contact the Department of Further Education, Employment, Science and Technology, Quality Branch on 08 8226 3065.

### How will I be assessed?

Some of the methods used are:

- Practical demonstrations, make a presentation speech, etc
- Oral assessment before the assessment panel
- Participation in a role play
- Written tests
- Completion of a project
- Provision of further documentation e.g. letters of support from a supervisor, certificates from other programs, portfolio of supporting evidence, etc.

### 3. Skills Recognition – Credit Transfer (CT)

#### What is it?

Credit Transfer (CT) is the recognition of qualifications and Statements of Attainment with agreed equivalent content.

#### How it works - what happens?

If you wish to include Units of Competency obtained from another Registered Training Organisation (RTO), you must provide a certified copy or the original Statement of Attainment for verification.

Statements of Attainment recognised must be:

- A current unit(s) of competency / qualification
- Acceptable within the guidelines of the relevant Nationally Endorsed Training Package
- Issued by an Registered Training Organisation (RTO) who is registered to issue the Statement of Attainment
- Verified by AIM SA

The Statement of Attainment must contain:

- The Registered Training Organisation (RTO) Name
- The Registered Training Organisation (RTO) National and State Code
- The Unit(s) of Competency National Code

If the Statement of Attainment does not include this information, you will need to provide a letter from the Registered Training Organisation (RTO) detailing the information. On receipt of the original Statement of Attainment, AIM SA will check that the Statement of Attainment can be used toward the qualification you have chosen to undertake and advise you accordingly.

## Enrolment Confirmation

Confirmation for each program will be emailed to you once your enrolment has been processed. Please ensure you have read and understand the Booking Terms and Conditions, particularly in relation to enrolment transfers and cancellations. Booking Terms and Conditions can be viewed on the AIM SA website ([www.aimsa.com.au](http://www.aimsa.com.au)) and are also included in this document.

Any transfer or cancellation fees won't be covered by the PPP funding, the amount will be charged to the individuals company.

# General Information

## Employability Skills

Employability skills are embedded in training and assessment. Information on the employability skills relevant to your qualification can be obtained by visiting <http://employabilityskills.training.com.au> and keying in the National Qualification Code.

## Learning Strategies and Methodology

AIM SA focuses on:

- Knowledge
- Skills
- Improved job performance

Programs provide immediate short-term benefits to:

- You, through increased competency
- Your employer, through improved job performance

Longer-term results for your organisation may be:

- Increased profits
- Improved customer satisfaction
- Increased productivity
- Higher level of competitiveness
- Sustainability

Within each program a selection from the following teaching strategies is utilised:

- Interactive workshop
- Role play
- Case studies
- Group participation
- Simulations
- Group projects
- Audio and visual feedback
- DVD
- One-on-one observation and feedback exercises
- Shared experiences
- Self-directed learning
- Philosophy action learning
- Experiential learning

All AIM SA programs are carefully planned learning experiences designed to provide practical skills and techniques immediately applicable to everyday work situations.

## Assessment Details

The nature of the Units of Competency influences the choice of method of assessment to ensure that your learning experiences are related to improving your job performance.

Assessment is an integrated package of workplace assessment and action learning, aimed to maximise the transfer of skills to the workplace.

A number of the following methods may be used:

- Underpinning Knowledge questions
- Gathering a portfolio of evidence from your workplace
- Role play
- Structured interview
- Case study
- Simulations
- Project work
- Audio and video feedback
- One-on-one observation and feedback
- Exercises

Workplace assessment and action learning is made up of three phases:

### Phase 1: Class Work

- Attendance at program(s)
- Opportunity to practice and demonstrate the understanding and skills through group activities and discussions
- Assessment of your skills during a planned role-play, presentation or a group exercise.

### Phase 2: Essential Knowledge

- A set of questions to be completed back at the workplace, to review and demonstrate the understanding of knowledge and skills learnt in Phase 1.

### Phase 3: Workplace Based Tasks

- The Workplace Based Tasks demonstrate competence in the Units of Competency established in Phase 1 & 2, through an on-the-job project which is completed, documented and submitted to the Program Administrator at AIM SA, 180 Port Road, Hindmarsh SA 5007.
- You need to provide enough evidence to indicate to the assessor that you have applied the skills and knowledge for each Unit of Competency at a suitable level of complexity to your workplace situation and the AQF level of the Unit of Competency.

At the conclusion of each AIM SA program, the facilitator will go through the assessment requirements in detail to ensure all participants understand what is required. If you have any questions whilst completing your assessment, please contact AIM SA.

On completion of assessment for each program, the outcome will be one of the following:

- “Competent”- you will receive a Statement of Attainment listing the Unit/s of Competency completed.
- “Not Yet Competent”- the assessor will suggest further evidence that will assist in demonstration of competence. The assessment will be re-assessed on receipt of the further evidence.

### Review

If you are in disagreement with the assessor and believe that the evidence you have already provided is sufficient, you may request that the assessment be reviewed.

To request an assessment review, please contact AIM SA’s Director Education and Training on 08 8241 8000. If you are not satisfied with the response, you should contact Quality Branch of Department of Further Education, Employment, Science and Technology (DFEEST) on 08 8226 3065.

## Issuing of Qualifications

If the assessment is assessed as meeting the required competencies, a Statement of Attainment will be issued, listing the Units of Competency completed.

Once you have successfully completed all of the required Units of Competency for your qualification and received Statements of Attainment for them, a qualification transcript will be issued.

*If you have not completed and submitted your Qualification Enrolment, we will not be aware that you are working towards a qualification. Therefore, we will not be monitoring your progress and the qualification will not be automatically issued.*

Please note: It will take approximately 4-8 weeks to issue you with your Statement of Attainment / Qualification Transcript from the date you submit your assessment/s.

Participants who are not working towards a qualification can still submit their assessment and obtain a Statement of Attainment for the Units of Competency included in the individual program, which may be used towards a qualification at a later date.

## Plagiarism – Disciplinary Procedure

You are required to submit your own work and to sign a statement that the completed assessment contains no material that has been written by another person except where due reference is made.

If the statement is found to be false, you will be subject to action by AIM SA, which may lead to the withdrawal of a Statement of Attainment or qualification.

An explanation of plagiarism can be found in all AIM SA assessments.

## Provision of participant details to Third Party Organisations

As a Registered Training Organisation, we are required to pass details of participants to third party Government Departments for regulatory and monitoring requirements. If you are undertaking nationally recognised training, we will be required to submit your details when requested and you may be contacted by a Government Agency in relation to our services.

## Booking Terms and Conditions

By booking into an AIM SA Training Course acceptance of the associated Terms and Conditions is deemed to have occurred.

### Definitions

In these Terms:

- a) Monies Owed means any amount due and payable by the Client to AIM SA for the supply by AIM SA to the Client of any Products or Services.
- b) Training Courses means training courses, seminars, PD sessions, presentations and workshops designed and/or delivered by AIM SA, via independent contractors, professional speakers and guest speaker or AIM SA's employees, whether an in-company or customised course or a course for the general public.

### Payment Terms

- a) An invoice and confirmation email will be sent to the Client once their enrolment has been processed.
- b) All invoices issued to the Client must be paid within fourteen (14) days from date of invoice\*. Any dispute regarding the invoice must be notified to AIM SA within that period.

*\* Any bookings made within fourteen (14) days from the scheduled course commencement date are payable immediately.*

*\* Clients enrolled in full qualifications (excluding all intensive programs) have the option of paying fourteen (14) days prior to each course commencement date.*

### Cancellations and Transfers

- a) All enrolment transfer and cancellation requests made by the Client must be received in writing.
- b) If a Client's booking for a Training Course is cancelled by the Client more than fourteen (14) days prior to the start of a Training Course:
  - (i) Any money paid by the Client to AIM SA for that Training Course may be refunded or used as credit by the Client for any Training Course that the Client may undertake within 12 months from the date of the cancellation. If the credit is not used within 12 months from the date of cancellation the monies in credit will be forfeited.
- c) If a Client's booking for a Training Course is cancelled by the Client for any reason (including, without limitation, any change to work commitments or personal circumstances) fourteen (14) days or less from the start of a Training Course:
  - (i) Any money paid by the Client to AIM SA shall be forfeited and may not be used as credit towards any other Training Course or any transfer to another date;
  - (ii) Any course fees outstanding will still be due and cannot be used as credit towards any other Training Course; or

- (iii) A substitute participant of the Client may attend at no further cost provided that the substitute meets any entry requirements for the Training Course and can complete any required diagnostics or pre-work within the specified time.

An application in writing may be made for exceptional circumstances, addressed to the Operations Manager, 180 Port Road, Hindmarsh SA 5007.

- d) The Client will be charged the full fee for the Training Course for any participant who fails to attend. These fees cannot be used as credit towards any other Training Course.
- e) If AIM SA cancels a Training Course, a full refund or transfer to another date or Training Course will apply.

### Intellectual Property Rights

Any Materials supplied by AIM SA to the Client, including but not limited to Training Course materials (in document format, electronic format or otherwise), are for the Client's personal non-commercial use. Save for this, the Client must not re-publish, licence, transfer, copy, reproduce or post on the internet, any of AIM SA's materials without AIM SA's prior written consent.

### Specifications

AIM SA reserves the right at any time to alter the specification in respect of the Products and Services, without giving notice to the Client, in the interest of continual improvement. An alteration does not entitle the Client to return Products, cancel an order or otherwise avoid its obligations and liabilities contained in to these Terms.

### Other Terms and Conditions

No other term, condition, agreement, warranty, representation or understanding (whether express or implied) in any way binding upon AIM SA, other than these Terms, is made or given by or on behalf of AIM SA.

### Recovery Costs

The Client shall pay all costs and expenses incurred by AIM SA, its legal advisers, mercantile agents and others in respect of anything instituted or being considered against the Client, whether for debt, possession of any Products or otherwise.

### Disclosure of Personal Information

I (the participant) have read the AIM SA Privacy Policy at [www.aimsa.com.au](http://www.aimsa.com.au) and I consent to the collection, storage, use and disclosure of my personal information in accordance with this policy. I acknowledge that if my employer has paid for this training course, it is a condition of my enrolment that AIM SA may disclose details of my attendance and assessment to my employer. I understand that AIM SA will not otherwise disclose my personal information to other individuals or organisations except in accordance with the AIM SA Privacy Policy.

Should a company representative be completing this form on behalf of the participant, the company warrants that it has obtained consent of the participant to disclose their personal information to AIM SA and for AIM SA to disclose details of the participant's attendance and assessment.'

# AIM SA Code of Practice

For Training and Assessment Services, and Issuance of Nationally Recognised Qualifications

## 1. Introduction

- 1.1. This code of practice describes how the Australian Institute of Management SA Division Inc (AIM SA)
  - Ensures you know your rights
  - Provides you with quality training and assessment services and
  - Complies with the Australian Quality Training Framework, the standards for NVR Registered Training Organisations and the guidelines for Registered Training Organisations

## 2. Provision of Training and Assessment Services

AIM SA:

- 2.1. Has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of participants and/or clients
- 2.2. Provides a learning environment that encourages participant success
- 2.3. Has the capacity to deliver and assess the vocational qualifications for which it has been registered
- 2.4. Provides purpose built training facilities
- 2.5. Uses training methods and materials appropriate to the learning and assessment needs of participants
- 2.6. Monitors and assesses the performance and progress of participants
- 2.7. Ensures that trainers and assessors are suitably qualified with credentials from recognized institutions
- 2.8. Ensures that trainers and assessors are sensitive to the cultural and learning needs of participants
- 2.9. Ensures trainers and assessors have current and relevant vocational competencies
- 2.10. Provides professional development for trainers and assessors as required
- 2.11. Ensures that training and assessment is conducted in a manner that meets the endorsed components of the relevant training package(s) and/or accredited courses
- 2.12. Is committed to access and equity principles and processes in the delivery of its services
- 2.13. Conducts recruitment of participants at all times in an ethical and responsible manner

### 3. Financial Standards

AIM SA:

- 3.1. Has policies and procedures in place to ensure that participants and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation
- 3.2. Has a refund policy that is fair and equitable and this policy is made available to all participants and clients
- 3.3. Ensures that our contractual and financial relationships with participants/clients are fully and properly documented, and that copies of the documentation are made available to the participant/client

Documentation includes:

- Total costs of training and assessment services
  - Payment terms and refund conditions
  - Discounts, fee reductions or exemptions
  - Any other matters that place obligations on participants or clients
- 3.4. Safeguards student fees paid in advance by membership of the acpet tuition assurance scheme
  - 3.5. Provides annual reports on financial viability to the relevant government departments.

### 4. Provision of Information and Record keeping

AIM SA:

- 4.1. Supplies accurate, relevant and up-to-date information to prospective participants and clients including:
  - A copy of the code of practice
  - Student selection including credit transfer and recognition of prior learning arrangements, language, literacy and numeracy assessment
  - The rights and responsibilities of participants
  - Course information including content and outcomes
  - All fees and charges including refund policy and exemptions where applicable
  - Issuance of qualifications
  - Learning and assessment procedures
  - Welfare and guidance services
  - Appeals and complaints procedures
- 4.2. Supplies this information to participants and clients before it enters into written agreements
- 4.3. Regularly reviews all information provided to ensure its accuracy and relevance
- 4.4. Keeps complete and accurate records of the attendance and progress of participants
- 4.5. Keeps financial records that reflect all payments and charges and the balance due
- 4.6. Will provide copies of these records to participants on written request

- 4.7. Keeps records of all statements of attainment and qualifications issued and reports these regularly to the relevant government departments.

To obtain a copy of your records, please forward your request to the General Manager Education & Business Services.

## 5. Marketing of Training and Assessment Services

AIM SA:

- 5.1. Markets and advertises its products and services in an ethical manner
- 5.2. Gains written permission from a participant or client before using information about that individual or organisation in any marketing materials
- 5.3. Accurately represents training products and services to prospective participants and clients
- 5.4. Ensures participants and clients are provided with full details of conditions in any contract arrangements with the organisation
- 5.5. Draws no false or misleading comparisons with any other training organisation or qualification.

## 6. Access and Equity

AIM SA:

- 6.1. Is committed to the principles of access and equity and will not unlawfully discriminate against a participant or client
- 6.2. Staff, trainers and assessors are responsible for ensuring that they understand and implement the access and equity policy and behave in a courteous, sensitive and non-discriminatory manner when dealing with each other, consultants, clients or participants.
- 6.3. Participants are responsible for behaving in a courteous, sensitive and non-discriminatory manner when dealing with other participants, consultants, clients or aim sa staff
- 6.4. Provides a safe, secure and healthy learning environment
- 6.5. Provides appropriate services in terms of academic and personal support
- 6.6. Endeavours to meet everyone's diverse learning needs

To assist us to meet your needs, please inform the General Manager Education & Business Services on 8241 8000 of any special considerations or requirements you may have (eg special learning requirements) or if any Access and Equity issues arise during your participation in training.

## 7. Industry Engagement

AIM SA:

- 7.1. Engages industry representatives in developing training and assessment strategies to ensure they are relevant to industry needs
- 7.2. Ensures all trainers and assessors have current, relevant industry experience
- 7.3. Engages with employers, members and other industry representatives regularly to find out their wants and needs
- 7.4. Builds evidence of your performance in the workplace into to all assessments
- 7.5. Recognises prior industry experience
- 7.6. Ensures trainers and assessors attend professional development at least annually so they are up to date with vocational and training/assessing practice

## 8. Recognition of Prior Learning (RPL)

AIM SA:

- 8.1. Recognizes that you may already hold skills and knowledge relevant to your program gained through
  - work experience
  - life experience
  - or informal study

We will assist you to gain recognition for these skills and knowledge through a Recognition of Prior Learning process.

- 8.2. If you have completed relevant units of competency with another RTO, AIM SA will credit these towards your qualification

## 9. Complaint Resolution

AIM SA:

- 9.1. Ensures that participants and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for participants to appeal against decisions that affect the participants' progress.
- 9.2. Will make every effort to resolve participants'/clients' grievances without the need to lodge a formal appeal or grievance.

Should you have a problem with any aspect of your training, please contact the General Manager Education & Business Services on 8241 8000. Should you wish to lodge a formal grievance or appeal, it should be addressed to:

General Manager Education & Business Services  
Australian Institute of Management SA  
180 Port Road  
HINDMARSH SA 5007

Where a grievance cannot be resolved to your satisfaction by AIM SA, please contact The Quality and Tertiary Education Policy Directorate on 8226 3065 or the Office of The Training Advocate [www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au)

## 10. Quality Control

AIM SA:

- 10.1. Is committed to continuously improving its services
- 10.2. Seeks feedback from our participants and clients on their level of satisfaction with services received and seeks to improve its services in accordance with the feedback
- 10.3. Ensures that its operations comply with the training skills and development act 2008, the Australian quality training framework and the guidelines for registered training organisations by carrying out an annual audit
- 10.4. Has a continuous improvement cross-functional team that monitors service levels throughout the organisation
- 10.5. Has a training quality group that monitors participant and facilitator evaluations

## Equal Opportunity Commission of South Australia

Website of the Equal Opportunity Commission of SA for updates of information is <http://www.eoc.sa.gov.au/homepage.jsp?xcid=1>

# Relevant Legislation

South Australian
<p>Equal Opportunity Act 1984 (SA)  <a href="http://www.austlii.edu.au/au/legis/sa/consol_act/ea1984250/index.html">http://www.austlii.edu.au/au/legis/sa/consol_act/ea1984250/index.html</a></p>
<p>Racial Vilification Act 1996 (SA)  <a href="http://www.austlii.edu.au/au/legis/sa/consol_act/rva1996176/">http://www.austlii.edu.au/au/legis/sa/consol_act/rva1996176/</a></p>
Federal
<p>Australian Constitution  <a href="http://www.austlii.edu.au/au/legis/cth/consol_act/c167/">http://www.austlii.edu.au/au/legis/cth/consol_act/c167/</a></p>
<p>Disability Discrimination Act 1992  <a href="http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264/index.html">http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264/index.html</a></p>
<p>Equal Opportunity for Women in the Workplace Act 1999 (Formerly the Affirmative Action Act)  <a href="http://scaletext.law.gov.au/html/pasteact/0/355/top.htm">http://scaletext.law.gov.au/html/pasteact/0/355/top.htm</a></p>
<p>Geneva Conventions Amendment Act 1991  <a href="http://www.austlii.edu.au/au/legis/cth/num_act/gcaa1991288/">http://www.austlii.edu.au/au/legis/cth/num_act/gcaa1991288/</a></p>
<p>Human Rights and Equal Opportunity Commission Act 1986  <a href="http://www.austlii.edu.au/au/legis/cth/consol_act/hraeoca1986512/">http://www.austlii.edu.au/au/legis/cth/consol_act/hraeoca1986512/</a></p>
<p>Privacy Act 1988  <a href="http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/">http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/</a></p>
<p>Racial Discrimination Act 1975  <a href="http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/index.html">http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/index.html</a></p>
<p>Sex Discrimination Act 1984  <a href="http://www.austlii.edu.au/au/legis/cth/consol_act/sda1984209/index.html">http://www.austlii.edu.au/au/legis/cth/consol_act/sda1984209/index.html</a></p>
<p>Workplace Relations Act (Cth) 1996  <a href="http://www.austlii.edu.au/au/legis/cth/consol_act/wra1996220/">http://www.austlii.edu.au/au/legis/cth/consol_act/wra1996220/</a></p>