



STUDENT INFORMATION HANDBOOK

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Australian Institute of Management Education and Training Pty Limited (AIM) trading as IECL Academy; ABN 40 009 668 553; Ground Floor, 7 Macquarie Place, Sydney, NSW, 2000.

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Contents

Contents.....	3
Welcome to AIM	6
About AIM.....	6
How to use this handbook.....	6
Student Charter	6
AIM Responsibilities.....	7
Section 1: Enrolment	9
1.1 Key Information	9
1.2 How to enrol	12
1.3 Enrolment checklist	12
1.4 When can you start?.....	13
Section 2: Learning with AIM	15
2.1 Welcome and log in	15
2.2 Orientation	15
2.3 How often do I need to study?.....	15
2.4 Individual Training Plan	15
2.5 Student Progression and Completion	16
2.6 Certificate issuance	16
2.7 Replacement qualifications and records of results	17
Section 3: Training and Assessment	19
3.1 Training and Learning Experience	19
3.2 Assessment.....	19
3.3 Academic Integrity	21

Section 4: Supporting your Learning	24
4.1 Support Services	24
4.2 General / Administrative Support	24
4.3 Academic Support	24
4.4 Student Wellbeing.....	25
4.5 Students with special needs and disabilities	25
4.6 Student Diversity.....	25
4.7 Culturally Safe Training	25
4.8 Health and Safety.....	26
4.9 Contact information	26
Section 5: During your Study	29
5.1 Personal Details	29
5.2 Study plans.....	29
5.3 Training Package Transition	30
Section 6: Rights and Responsibilities	33
6.1 Our Code of Conduct.....	33
6.2 Rights, Responsibilities and Obligations	33
6.3 Changes to Agreed Services	33
6.4 Consumer Rights.....	33
6.5 Feedback and continuous improvement.....	34
6.6 Making a Complaint	34
Section 7: Protecting Students	36
7.1 Pre-paid student fees	36
7.2 Privacy of student information	36
7.3 Records Retention.....	37
7.4 Third-Party Arrangements	37
Appendix 1	39
AIM Policies and Procedures	39
Appendix 2	40
Definitions.....	40



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**WELCOME
TO AIM**

Welcome to AIM

This handbook is designed to assist you in completing your studies with the Australian Institute of Management Education and Training.

We understand that many of our students undertaking accredited training with us are doing so whilst juggling demanding jobs and busy personal lives. Be assured that we are here to assist you in any way that we can to make your learning experience enjoyable and the course outcomes achievable.

About AIM

The Australian Institute of Management Education and Training Pty Ltd is a Training Organisation (RTO code 0049) registered by the national vocational educational and training (VET) regulator, the Australian Skills Quality Authority (ASQA) to deliver nationally accredited vocational qualifications and units of competency that are recognised across Australia.

More commonly known as the 'AIM' or 'IECL Academy', the term AIM will be used throughout the handbook to refer to the Australian Institute of Management Education and Training registered training organisation.

AIM offers self-paced online courses to self-directed and independent adult learners who are working and who want to manage their learning with guidance and support from AIM staff who are experienced, competent, qualified, and current in industry trends and practices.

How to use this handbook

The purpose of this handbook is to guide you through the range of services AIM has to support your learning experience. It contains information that will help you learn more effectively and productively, and it provides information on sources for further assistance, should it be required. The handbook also outlines your responsibilities as a student while at AIM.

It is essential that you read and understand this handbook and if you have any questions, please contact us by phone at 1300 658 337 or via enquiry@aim.com.au before you complete and sign the application form. Each student is responsible for knowing and complying with the information relevant to their enrolment and rules of AIM.

All information in the handbook applies to all AIM students unless otherwise specified.

Student Charter

AIM's Student Charter sets out the expectations students can properly hold as they receive their education. It recognises that ethical and honest behaviour and treatment underpins the relationship between AIM and its students.

Student Responsibilities

AIM students will be expected to:

- Treat other members of the AIM community with respect and courtesy;
- Respect the opinions of others and deal with disagreement by rational debate
- Respect AIM's property and facilities;

- Avoid conduct which disrupts the teaching and learning activities of other students and staff, or which interferes with others performing their duties;
- Avoid conduct which might reasonably be perceived as discrimination, harassment, bullying or intimidation;
- Acquaint themselves with and follow AIM's policies and procedures;
- Be an active participant in the educational experience;
- Maintain steady progress in assessment in courses and qualifications undertaken.

AIM Responsibilities

Students can expect:

- To be treated with courtesy and respect;
- AIM to address where possible the reasonable needs of all students regardless of gender, ethnicity, age, disability, race, background, or mode of study;
- To enjoy a study environment free from harassment, bullying or discrimination;
- To be provided with a harmonious study environment in which concerns and complaints are addressed as quickly as possible;
- To have personal privacy respected. Students may expect that personal sensitive information will be requested only where necessary for AIM academic or administrative purposes, and that once collected, it will be adequately protected against inappropriate or unauthorised access;
- To be provided with accurate, timely and helpful information regarding their studies, and other administrative procedures that apply to them;
- That program and course content will be up-to-date and informed by current research and industry standards;
- To have reasonable access to AIM staff for individual consultation, in person or by other means (such as by telephone or electronic mail).



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SECTION 1 ENROLMENT

Section 1: Enrolment

1.1 Key Information

When you enrol with AIM

When you enrol with AIM, you need to complete an online application form with relevant evidence to support your application. In order to succeed in your study, you need to comply with all the entry requirements for the qualification you wish to enrol into.

a. Entry requirements

i. General entry requirements are:

- Demonstrate during the enrolment process that you have the skills and capability to succeed in the course as described in the Student Entry Criteria;
- Have a minimum of two years equivalent full-time workplace experience;
- Be 18 years of age or older at the time of enrolment;
- Be technologically literate and have access to the Microsoft Office suite or equivalent;
- Have continuous internet access;
- Have access to a workplace;
- Have a Unique Student Identifier (USI) number (you can receive a USI or check if you already have one by visiting <https://www.usi.gov.au/students/get-a-usi>);
- Have the ability to read and write English and display numeracy skills to at least Year 10 level.

- ii. Some courses have additional training package entry requirements, and we recommend you review these in the Course Guide on the website and confirm if needed with our Course Advisors before submitting an application.

Pre-Training review

As part of our enrolment process, our Course Advisors will contact you to better understand your study needs. This review may include your eligibility for certain courses, your work experience and employment, your language, literacy, numeracy and digital skills, and your learning style.

a. Language Literacy and Numeracy and Digital skills

All our courses set minimum requirements of learner language, literacy, and numeracy skills (LLN) to support student success. As part of the enrolment process, you may be required to complete an assessment of those skills to help AIM identify any areas in which additional support may be required. We will then review the support or reasonable adjustment needed with our academic team. Where specialist support is required, we may refer you to another training organisation with these specialist services or to a specialist literacy and numeracy assistance agencies. Fees and charges for these services are the responsibility of the student.

As the learning model at AIM is online and self-paced, you will need to have a level of digital skills that enables you to confidently and easily access and navigate the Learning Management System (myAIM), work through the online learning activities, participate in group forums, workshops and chats, and complete and upload assessments in the required formats (video, PDF etc.).

b. Learning style

You also need to have a learning style that is suited to online self-paced (asynchronous) learning and, where scheduled, online / virtual (synchronous) interaction with your Trainers and Assessors or fellow students.

Self-paced independent learning (asynchronous) is specifically suited to learners who are able to contextualise the content presented, and who are able to work through the content at their own pace.

For a more collaborative learning experience, the program also allows for interaction and group learning through the use of threaded discussion forums, 1:1 coaching, lecture style seminars, workshops and chats. As these are scheduled events, you are encouraged to attend and to share what you know to obtain the most out of the program with the rest of your group.

c. Recognition of Prior Learning (RPL)

Any existing skills and knowledge you may have gained through previous studies, work, and/or life experiences can be acknowledged through the Recognition of Prior Learning (RPL) process.

You may be considered for RPL if you have:

- Undertaken similar study in another course, either in Australia or overseas; or
- Incomplete study in the same course with identical units;
- Relevant workplace, community, or life experiences.

To apply for RPL, you will need to provide evidence of previous study or experience such as academic transcripts, certificates, workplace documents and references. To commence the RPL process, please advise the team at enrolment so they can assist with the next step of completing a RPL Application Form.

To apply for RPL, it is a good idea to talk with your Course Program Manager to walk through the specific nature of your role and the best way to articulate that in a submission. Experience has shown that conversations at this early stage are valuable in focusing your attention on the key elements of your submission and on confirming the procedure that we need to follow. If you have RPL approved, this will reduce your course fees and your VET Student Loan.

d. Credit Transfer

Credit Transfer can be awarded where the course you want to enrol in at AIM has the same or equivalent Unit of Competency you completed as part of another course in another RTO, and can be credited toward your current course at AIM. We verify your certification with the issuing RTO prior to approving Credit Transfer. To enquire about your eligibility for Credit Transfer, please talk to our team during your enrolment process.

If you wish to apply for RPL or Credit Transfer, you should indicate this during the application process. For further information refer to the RPL Policy or the Credit Transfer Policy in the Student Information section of the AIM website www.aim.com.au/information-and-policies/students.

e. Employability Skills and your qualification

We recommend you also access the Employability Skills Summary for the qualification you are considering prior to enrolment. Employability Skills Summaries will enable you to determine if your nominated qualification will provide the requirements you need for employment and/or further study in Australia. Employability Skills Summaries can be downloaded from <http://employabilityskills.training.com.au>.

f. Reasonable adjustment

AIM can assist those with a disability to participate in training on the same basis as other students. An adjustment is reasonable if it considers your learning needs and balances the interests of all parties affected, including the student, the provider, staff, and other students. If you are seeking reasonable adjustment, you should raise this at enrolment.

Fees and payment methods

a. Course tuition fees

Course fees are payable in accordance with the course requirements, and the payment method relevant to your enrolment. AIM's latest fees are available in the Course Guides on the AIM website. Once you have signed the application form and the acknowledgment, you are committed to paying the Total Course Fees, unless you cancel your course within the **5-business day provisional enrolment period** or **Cooling Off Period**.

b. There are different payment conditions for Government funded students or students with a VSL. Refer to <https://www.dewr.gov.au/vet-student-loans/vet-information-students> for more information.

c. We also encourage you to read the Terms and Conditions of enrolment, so you understand your rights and obligations.

d. Other fees and charges

AIM course fees include all costs related to your course: the AIM learning management system (myAIM), assessments, student support, and being issued with a Statement of Attainment, Certificate, Diploma or Advanced Diploma on successful completion of the course. However, you may have to pay additional administration charges; for example, if you lose or damage your certificate, you will need to pay a fee for its replacement, or you may have to pay course transfer fees if you wish to transfer to another course outside the five (5) business day provisional period, or a course extension fee if you don't complete within the course duration period.

e. Payment options

AIM has a range of payment options that include:

- i. Paying upfront for the full cost of your qualification in one easy payment;
- ii. Deferring all or part of your tuition fees with flexible payment options through AIM's finance partner, Zip Money;

- iii. Other funding options that may be available in your state; for instance, funding options for eligible students of government supported training. Please contact us for more information.
- iv. A VET Student Loan (VSL) may be available for approved courses if you are eligible.

1.2 How to enrol

For full details outlining AIM's enrolment process, refer to the 'How to Enrol' section on the AIM website and the Enrolment Policy located in the Student Information section on the AIM website www.aim.com.au/information-and-policies/students.

Please contact our Course Advisors who will assist you in accessing the online application form. They can be contacted by phone at 1300 658 337 or via enquiry@aim.com.au.

- a. Please complete all the required fields on the online application form and attach all relevant documents (e.g. most recent educational qualification, current CV / resume, or PDF of your LinkedIn profile, and official identification document);
- b. You must provide a Unique Student Identifier (USI) at the time of enrolment. If you do not have a USI, please visit <https://www.usi.gov.au/Students/create-your-usi> for more information and instructions on how to apply;
- c. You will receive an email from AIM with a copy of your application form:
 - Please check that all fields are correct
 - Complete the e-signature section and submit.

1.3 Enrolment checklist

- a. Prior to enrolment, please ensure you have read the detailed course guide to ensure you:
 - Have determined that the learning outcomes and self-paced online learning approach meet your needs;
 - Can meet the *average number of study hours required per week* in order to complete the program within the nominated duration;
 - Have met the entry requirements for the program;
 - Have noted any additional resources required for the course;
 - Have advised AIM of any special needs or assistance you may require;
 - Meet the literacy and numeracy requirements for the course you are enrolling in; that is, students who have studied and worked in a non-English speaking environment, and where English is not their first language may be required to verify their English language proficiency;
 - Are digitally competent and meet the minimum technology requirements for your program;
 - Are aware of the AIM Withdrawal, Deferral, Extension, Transfer and Refund Policy;

- Are aware of the RPL and Credit Transfer processes available to you;
 - Have read the Terms and Conditions of enrolment at AIM; and
 - Acknowledge you understand all the above and other relevant information.
- b. Prior to commencing the application process, have the required documents that demonstrate you meet all entry requirements ready to upload as part of your application. These will include:
- Latest educational qualification or permission to access your educational qualifications on the USI website, if obtained from 2015, <https://www.usi.gov.au/students/give-provider-access>; and
 - A current CV / resume or PDF of your LinkedIn Profile demonstrating your work experience and current workplace; and an
 - Official identification document.
- c. If you are considering applying for government subsidised training or a VET Student Loan, please refer to the AIM website for information and links to your obligations.
- <https://www.aim.com.au/information-and-policies/vet/subsidised-training-opportunities>
 - <https://www.aim.com.au/information-and-policies/vet-student-loans>

1.4 When can you start?

Your study can commence once you have completed the application, and you have been advised that your application was successful. When you receive this advice, you will also be advised of the course start and end dates, and provided with access to the learning platform, myAIM.

Your enrolment is provisional for a five (5) business day period.

During this period, AIM may request further information or provide additional advice and support services to those students requiring it. Students are also required to formalise their chosen payment method during this time if they haven't already. At the end of the five (5) business day provisional enrolment period, enrolment is confirmed.



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A woman with dark, wavy hair is looking down at a laptop screen. She is wearing a light orange blouse and a necklace. The background is a blurred indoor setting with a plant.

SECTION 2 LEARNING WITH AIM

Section 2: Learning with AIM

2.1 Welcome and log in

You will receive welcome emails from us once you have completed your enrolment, and have been accepted into the course. These emails will confirm enrolment details, and provide information related to logging into the AIM online learning portal, myAIM, along with other relevant information.

We recommend you login and familiarise yourself with the system as soon as you can. A tutorial on how to use myAIM in more detail will be given during the course orientation session.

2.2 Orientation

An orientation to AIM and the course is provided to students. In these, you will be advised of important course information, assessment due dates, trainer and assessor contact details, and student support services. This is also a great opportunity for us to welcome you to your new learning environment, show you around the interface, and introduce the key elements that will maximise your enjoyment of the program.

Students are strongly encouraged to attend orientation to obtain important learning and course information.

2.3 How often do I need to study?

Each course has a nominated duration based on national guidelines and practice.

This is in the Course Guide you would have read prior to enrolment, and it reflects in general how much time you should commit each week to complete the course assessments in the overall course duration of 12 -24 months. The hourly commitment is flexible, and you may increase or reduce your weekly study hours based on how busy you are, or based on your existing knowledge and skills.

We at AIM have found that committing to a regular study time each week supports students to stay on track and to complete the assessments. Our Student Services team, as well as your course Trainer or Assessor, will monitor your progress and intervene if we think you may need assistance to better plan your study time.

2.4 Individual Training Plan

To support your study, we also provide you with a training plan that has course start and end dates, a list of course units to complete in order, and recommended assessment submission and completion dates. This plan helps you stay on track with your study.

It is based on the enrolment form and the pre-training review conducted prior to your enrolment in the course. We use the training plan to ensure all parties are making informed decisions about the services required and the respective obligations in the delivery of these services.

Your training plan will be sent to you via email, and it is essential that you review this.

AIM recommends that:

- You print and retain a copy of the training plan for your reference, as your course duration and course expiry date are clearly defined in the training plan; and
- Mark key dates specified in your training plan in your calendar, so you don't miss them.

2.5 Student Progression and Completion

The amount of time it takes to complete your course is dependent on your educational background, work experience, weekly study commitment and overall course duration. You can refer to your course duration information on our website and recommended unit and assessment schedule on your training plan.

If you want to accelerate your progression through the course, you can use your time management, organisational skills, and self-motivation to progress through the learning materials.

It's important you put aside study time each week. Study time is the time for you to do reading or study to reinforce key messages. We recommend you set aside approximately 10-12 hours a week for study in Certificates IV and Diplomas, and 15-17 hours a week for Advanced Diplomas although this will vary according to your experience. This study can be participation in working through the course materials, watching a webinar, 1:1 support from your trainer, or independent study.

AIM recognises that early identification and support of students at risk of not progressing gives them the best chance of success. Each student's progress will be monitored to ensure that a student who is at risk of not achieving satisfactory progress will receive appropriate learning support and assistance.

Progression monitoring is conducted regularly, and progress is measured against (but not limited to):

- Student engagement with the learning material on the learning management system;
- Active participation in the learning community;
- Responses to progress checks from study coaches / trainers / assessors via email / phone / SMS;
- Assessment submissions.

If a student appears to be experiencing difficulty within a particular unit, the trainers alert the Student Services Team Leader. The student will be notified and asked to make an appointment with the Student Services Team Leader to assess the type of support needed.

If you haven't not logged in for 30 days, we will make every attempt to contact you and if you fail to re-engage, your enrolment may be cancelled. Further information on progression and/or cancellation of an enrolment is in the Progression Policy located in the Student Information on www.aim.com.au/information-and-policies/vet.

If you have a VET Student Loan, you will have additional requirements to meet. AIM will help you with those. This may include completing Progression Forms or changing your census dates if you progress more quickly than your training plan and or census dates.

2.6 Certificate issuance

Provided no re-assessment is required, AIM endeavours to finalise results, then prepare, and post certificates no later than 30 days after course completion. If re-assessments are required, they must be completed within 2 weeks of course completion. Certificates will then be available 30 days after completion of such reassessments.

If students leave before they have successfully completed the course, the course is considered incomplete and an Advanced Diploma, Diploma or Certificate will NOT be issued. Instead, a Statement of Attainment will be given listing the student achievements up to the last day attended.

2.7 Replacement qualifications and records of results

If you require your certification to be re-issued, because it is lost or has been destroyed, you'll need to:

- a. Make a request in writing to studentsupport@aim.com.au specifying the reason for the replacement of your certification, along with all relevant details such as your full name, a certified copy of identification, name of the qualification and date, or approximate date your certification was issued;
- b. Return the original certification to our head office. If your original certification can't be returned (e.g., it has been destroyed or lost), your written request for re-issuing the certification must be made as a Statutory Declaration;
- c. Pay the replacement fee. (Contact student support for fee information)



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A photograph of a man with a beard and short dark hair, wearing a blue patterned button-down shirt, smiling warmly at the camera. He is in the foreground, slightly out of focus. In the background, several other people are seated at tables in a bright, modern classroom or meeting room, also smiling. Large windows with blinds are visible in the background, letting in natural light.

SECTION 3 TRAINING AND ASSESSMENT

Section 3: Training and Assessment

3.1 Training and Learning Experience

AIM offers a flexible self-paced (asynchronous) learning model that combines online, self-directed learning utilising resources housed in myAIM – the AIM learning management system - and supported by qualified trainers and assessors.

Online self-paced learning is not for everyone; it requires maturity, discipline, and self-direction. If you have these attributes, we'll support you every step of the way.

Student focus

AIM places a focus on providing its students with learning experiences that are highly relevant to the workplace environment. myAIM has been designed with adult learning principles in mind, recognising that adult learners are motivated to extend their professional expertise and empowered to engage in self-directed study.

AIM complements self-directed learning through myAIM with a range of support that includes one on one sessions, workshops on the theoretical and practical requirements of assessments, interactive online forums, and empowering students to ask questions and engage in debate at any time.

Learning materials

Our course learning materials will include AIM's online learning resources and may include:

- Course learner guide;
- Support forums for discussion of topics;
- Videos;
- YouTube links;
- Ted talks;
- Activities and quizzes aligned to the units of competency specific to the topic;
- Case studies;
- Knowledge checks and practice tasks, and assessment support webinars;
- Supplementary resources including textbooks and online resource libraries.

3.2 Assessment

Assessment

Assessment is an opportunity for students to show they can perform the prescribed tasks and have a level of skill to the workplace standard. Each completed assessment is evidence of performance. Assessment decisions are made after a trainer / assessor marks an assessment against pre-defined national criteria and quality standards.

Workplace assessment

As part of AIM's approach to assessment and in accordance with the national VET system, assessments in AIM courses assume that students are working and have access to relevant work-related information and/or documentation, and/or can utilise their workplace to undertake or complete an assessment.

a. Confidentiality of student workplace information

Work-related information, documentation and/or videos / recordings showing a student's workplace are often used as part of assessment by students. You may also be asked to upload video assessments to a secure site outside of AIM to enable assessors to view them. These sites are secure and have clear access protocols. You will receive more information on this at orientation and at assessment workshops.

AIM takes student privacy seriously (see AIM Privacy of Student Information and Records policy) and all assessments are stored securely with access only by authorised staff. Assessments are kept for only six (6) months from the date of the final assessment and determination of competency in accordance with the National VET Regulator Act 2011.

If you are concerned about the confidentiality of workplace information in assessments, we recommend you de-identify and/or remove any confidential information prior to submitting your assessments.

b. Competency based principles and Results

In a competency-based environment, there are no 'grades' like school or university. You must successfully complete and be deemed competent in all the Units of Competency specified in your course to be awarded the qualification. Performance in each assessment task will have an outcome of 'Satisfactory' or 'Not Satisfactory'. All assessments for the unit are then considered together to determine the final outcome of either 'Competent' or 'Not Yet Competent'. A successful outcome is a competent result.

c. Assessment methods

Types of assessment will vary by course, but assessment methods may include:

- Knowledge based assessments
- Skills based assessment.

These assessment methods include:

- Written and verbal questions (multiple choice and short answer);
- Case studies and scenario-based questions;
- Projects and research reports;
- Practical demonstrations / video presentations and role plays.

d. Recommended dates and course duration

Assessments and recommended dates for completion are provided in your training plan and are aligned to overall course duration. If you cannot meet the training plan recommendations, please approach your trainer or assessor or course coordinator to discuss options.

e. Submission of Assessments

All assessment tasks required for completion of a unit are recommended to be completed and submitted by the date in the student training plan. To upload assessments into myAIM, you should follow the instructions contained in the Student Course Guides and Assessment Kits, available on myAIM.

To safeguard against accidental loss of assignments, you should keep a copy of each assignment, either soft copy (on computer) or a hard copy. You will be reminded to save your work on an ongoing basis when logged into myAIM. In the event of loss occurring, you will be required to submit a new copy of the assignment concerned.

f. Re-assessment

If you receive an assessment result of 'Not Yet Competent', you will be provided with feedback and additional training; then arrangements will be made for you to re-attempt the assessment.

In the event that you receive a 'Not Yet Satisfactory' outcome after additional attempts, the final unit outcome will be recorded as 'Not Yet Competent'. Should you wish to continue studying this unit, you will need to re-enrol into the unit and pay additional fees.

For information on assessment, please refer to the *AIM Assessment Policy and Procedure* on our website.

g. Assessment Appeals

You are entitled to appeal an assessment decision, including assessment outcomes, if you believe the process was inappropriate or ineffectively implemented, or if you believe that the assessment outcome was incorrect. You must appeal a final result of assessment within 10 working days of the date of publication of the relevant assessment outcome.

For information regarding assessment appeals, please refer to the *AIM Complaints and Appeals Policy and Procedure* on our website.

3.3 Academic Integrity

Academic integrity or honesty is a core value at AIM. Academic misconduct or dishonesty by students can have a negative effect on all aspects of the organisation, including the overall student experience, the progress of students, the reputation of AIM, and its courses, students, and staff.

Forms of academic dishonesty include cheating, plagiarism, fraud, copyright infringement and using Artificial Intelligence such as ChatGPT, and claiming its work and the work of others as your own. This can lead to penalties such as no result for that assessment or even cancellation of your enrolment.

AIM utilises a range of processes to authenticate, monitor and detect academic misconduct, and to ensure academic honesty is upheld. AIM also promotes student authenticity through the design of its assessments, and oversight of assessment practices. As an online training organisation, AIM ensures that the students who enrol are those that complete the assessments, and achieve success in their studies.

For more information on academic integrity, refer to the *AIM Academic Integrity policy and procedure* and the *AIM Student Code of Conduct policy* on our website.



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A close-up photograph of a woman with curly hair wearing a headset, looking slightly to the right with a neutral expression. The background is a blurred office environment with blue lighting.

SECTION 4 SUPPORTING YOUR LEARNING

Section 4: Supporting your Learning

4.1 Support Services

AIM is committed to assisting students who require additional support, advice or help during their course. Students are encouraged to express their learning needs and any special assistance required at enrolment to ensure appropriate course enrolment, reasonable adjustment, and success.

Pre-enrolment Engagement

- Course information
- Terms and conditions
- Payment options
- Credit transfer / RPL
- Reasonable adjustment
- Subsidised training

Progression Engagement

- Regular communications
- Individual training plan
- Progression checks
- Advice / problem solving
- Adjustments / extensions

Academic Support

- Program supports
- Seminars: course materials
- Workshops: assessments
- Student forums
- Coaching
- Communications: email, phone, zoom, chat

General / Administration Support

- Welcome and ongoing contact
- MyAIM: access and support
- Study changes: extensions, transition, deferral
- Specialised support and wellbeing
- Complaints and appeals



Diagram 1: AIM Student Engagement and Support

4.2 General / Administrative Support

Administrative support will be provided to help you manage the enrolment process, access, and use of our learning management system (myAIM) and support any changes to your study.

Please contact Student Support at studentsupport@aim.com.au

4.3 Academic Support

Academic support will be provided throughout the course by your Trainer or Assessor. If you are experiencing any difficulties with the course material, managing time or commitment to their course, or other related matters, you should not hesitate to speak with your Trainer or Assessor for guidance.

Depending on student needs, AIM offers online learner support:

- Through one on one meetings with the Course Facilitator / Trainer or Assessor;
- Group chats or forums;
- Workshops and seminars.

AIM will support where possible, including the possibility of referral to internal and/or external support services.

4.4 Student Wellbeing

AIM is concerned for the welfare of its students. If you are experiencing difficulties and need additional support such as counselling or personal support, that AIM is unable to provide, there are a number of external professional organisations who can offer services to help:

- Lifeline: 13 11 14 or www.lifeline.org.au
- Beyond Blue: 1300 22 4636 or www.beyondblue.org.au
- Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

If you are in an emergency, or at immediate risk of harm to yourself or others, please contact emergency services on **000**.

4.5 Students with special needs and disabilities

Our student engagement and support staff will take reasonable steps to understand the special needs you have prior to enrolment and to ensure, where possible, you have access to any specialized support services that we provide. Where these support services are not available at AIM, we can assist you to find these services at another organisation. The services of organisations external to AIM will be at your cost.

4.6 Student Diversity

AIM is committed to providing new and existing students with fair and equitable access and ongoing support for all aspects of its programs. AIM does this by offering targeted support to students with diverse backgrounds so that it may identify and remove inequitable barriers to study and promote equal educational opportunities.

4.7 Culturally Safe Training

AIM respects the traditional cultural, ceremonial (including spiritual and community obligations) and Sorry Business practices of Aboriginal and Torres Strait Islander peoples and supports the delivery of culturally safe training and assessment for Aboriginal and Torres Strait Islander peoples, giving consideration to their recruitment, participation and completion.

4.8 Health and Safety

Medical conditions

You should inform AIM staff at enrolment of any medical condition that may impact on your study. If you are enrolled in a government funded course, or are a trainee and suffer from any medical condition or disability that may affect your work performance, you must also advise your employer prior to beginning your traineeship. If during your study, a medical condition arises that impacts on your study, please contact AIM to discuss your support needs that may include an extension or deferral depending on the condition.

Health, Safety and First Aid

All students who attend any classes at an AIM campus must comply with AIM's health, safety and first aid requirements. AIM will always look out for students' health and safety by following the guidelines set out by the current WHS Acts in each state and all other relevant legislation and codes of practice.

When students are at an AIM campus, they are expected to abide by these measures and can help AIM by:

- Protecting their own health and safety and avoid risking the health and safety of others;
- Not bringing threatening or dangerous items to training;
- Not misusing anything provided by AIM;
- Co-operating with any instructions given to them by AIM staff
- Not putting themselves or others in danger through the consumption of drugs or alcohol;
- Reporting any risks, they notice;
- Only smoking in designated areas and never inside a classroom.

4.9 Contact information

General / administration enquiries:

STUDENT SERVICES

Telephone (onshore) 1300 658 337

E-mail studentsupport@aim.com.au

Course-related support:

TRAINER / ASSESSOR / FACILITATOR	
Online	Login to myAIM and send your query to your Trainer or Assessor or Facilitator via Messages
Telephone	1:1 Coaching is available by arranging a mutually convenient time with your Trainer or Assessor or Facilitator. Send your appointment request via myAIM Messages
Zoom	Virtual 'face-to-face' meetings are available with your Trainer or Assessor or Facilitator by appointment
On Campus	Face-to-face programs have access to Facilitators during classroom time and by arranging a mutually convenient appointment



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**SECTION 5
DURING YOUR STUDY**

Section 5: During your Study

5.1 Personal Details

Your personal details may change during your study. You could move, or change your phone number or email for example. We use these details to stay in contact with you, and to send you your qualification or Statement of Attainment, so if these details change, please let us know and we will change these details in our systems.

Please refrain from amending your name in our systems, as it is important for our records to match the name on your USI.

To have your personal details changed, please contact us at studentsupport@aim.com.au

5.2 Study plans

Study plans can change due to changing personal or work circumstances. Please review our Terms and Conditions and relevant policies in the Student Information section on the AIM website www.aim.com.au/information-and-policies/vet in addition to the information in this handbook to understand your rights and obligations.

a. Course extension

If you are unable to complete the qualification / course you are enrolled in within the allocated time, you may be able to request an extension at a fee of \$200 per month. The maximum extension period offered by AIM is 6 months. Fees may be waived at AIM's sole discretion in the event of unforeseen special circumstances. Extension periods must immediately follow on from the expiration of the original enrolment period. If you have a VET Student Loan, the cost of an extension won't be covered by your loan.

b. Course Deferral

In some circumstances a student may wish to defer their course, or place their course on hold due to unforeseen events which do not allow continued study. AIM may grant a deferral of up to a maximum of three months in this instance. Further deferral may be granted for special circumstances. Students may only apply for deferral once the 5-business day provisional enrolment period has lapsed.

Deferrals are granted on a case-by-case basis. Once approved, we will defer your enrolment in the course, and reactivate your enrolment from the new start date in accordance with the date specified in your written request. AIM will suspend myAIM access and support services for students during the deferment period. VET Student Loan students need to complete a Progression Form of their deferral which temporarily closes the loan until they advise of their return.

If you do not recommence on the nominated date, we may cancel your enrolment. We recommend you complete all assessment tasks for a unit before deferring, otherwise upon recommencement you could be required to complete additional assessment to confirm retention of your skills and knowledge.

For further information, and how to apply, contact us at studentsupport@aim.com.au and refer to the AIM Withdrawal, Deferral, Extension, Transfer and Refund Policy located in the Student Information section on the AIM website www.aim.com.au/information-and-policies/vet

c. Withdrawals

You may withdraw from a course at any time during your enrolment; however, withdrawing from a course does not entitle you to a refund of fees unless you withdraw within the 5-business day provisional orientation / cooling-off period. If you withdraw after that period, you will remain liable for the payment of the course fees.

You must advise us in writing at studentsupport@aim.com.au if you are unable to successfully complete your course. When you withdraw from a course, your enrolment will be recorded as discontinued. If you have a VET Student Loan, contact us so you can complete a Progression Form so you won't be charged, noting you are only charged when the census date has passed

d. Cancellation

If you have not met the course requirements by not submitting any assessments during the course duration, we will cancel your enrolment and advise you of the reason(s) for this, along with advising any relevant regulatory and funding bodies (as per their requirements). If you have a VET Student Loan, contact us so you can complete a Progression Form to inform the government your loan is no longer required and will be closed.

e. Transfers

You may apply to transfer from your original AIM course to another AIM course if you change your mind, but you must do so within the 5-business day provisional enrolment period of your original course.

We will work with you to ensure the AIM course you wish to transfer to accepts enrolments and to ensure you meet the entry criteria. Students will be liable for any difference in course fees, where the course fees of the new AIM course are higher.

f. Refunds

Applications for refunds on the grounds of special circumstances must be submitted via email to studentsupport@aim.com.au. Supporting documentation must be provided. If special circumstances apply, a refund is processed in accordance with the AIM Withdrawal, Deferral, Extension, Transfer and Refund Policy located in the Student Information section on the AIM website www.aim.com.au/information-and-policies/vet

5.3 Training Package Transition

Vocational education and training qualifications are regularly updated by national bodies responsible for VET qualifications. This may mean that at enrolment or during your study, we will advise you that the course you are interested in or have enrolled in has been superseded; that is, a new or updated version has been developed. As part of national training standards, we will either support you to complete your study in your enrolled course within the transition period (usually 12 months) or transfer you to the new updated course.

Where a transition is required, we work with you using our transition strategy to ensure you will not be disadvantaged, and that a smooth transition occurs on a cohort and individual basis.

You may have to pay administration costs for transfer to the new Training Product where you are unable to complete according to the mutually agreed teach out plan.

For more information, refer to the AIM Transition and Teachout Policy on the AIM website www.aim.com.au/information-and-policies/vet

Please note, our transition strategies only apply to current students. They do not apply to students who have successfully completed a qualification and their Training Package qualification has subsequently been updated or superseded.



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An overhead photograph of five people sitting around a round white table in a meeting. They are looking at documents, laptops, and books. The table is cluttered with papers, sticky notes, and electronic devices. The background is a grey concrete floor.

SECTION 6 RIGHTS AND RESPONSIBILITIES

Section 6: Rights and Responsibilities

6.1 Our Code of Conduct

AIM follows a Code of Conduct which outlines how you can expect AIM staff to behave. Similarly, we have expectations for student behaviour.

A copy of the Student Code of Conduct can be obtained at the following link
www.aim.com.au/information-and-policies/vet

6.2 Rights, Responsibilities and Obligations

AIM is responsible for ensuring it provides high quality delivery of training and assessment to students. AIM follows all aspects of the VET Quality Framework, including compliance with the Standards for Registered Training Organisations 2015, the requirements of national training packages, and the Australian Qualifications Framework.

AIM ensures that students are adequately informed of:

- AIM services, training opportunities and options;
- AIM rights, obligations, and responsibilities; and
- Any changes to our Policies and Procedures that may affect you.

6.3 Changes to Agreed Services

Where there are any changes to the agreed training and assessment services that will affect you, AIM will advise you as soon as practicable.

6.4 Consumer Rights

AIM guarantees that its services will be:

- Provided with due care and skill;
- Fit for any specified purpose (express or implied); and
- Provided within a reasonable time (when no timeframe is set).

Important dates and location information will be provided to you including course start and end dates, workshop information, course duration and recommended assessment submission dates.

We guarantee to supply training and assessment services within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as your ability to complete the training and assessment, in line with the relevant Training and Assessment Strategy.

All students have the right to act under Australia's consumer protection laws.

6.5 Feedback and continuous improvement

We are dedicated to ensuring that AIM practices are continually being reviewed to ensure the best possible outcomes. Our qualifications, units and resources are reviewed on a regular basis to ensure relevancy and currency. This approach to continuous improvement relies on input from you as a student, regarding your experience whilst studying with us. We use your feedback to ensure we are delivering the best training possible.

We welcome feedback at any time through studentsupport@aim.com.au, but we will also specifically ask for it at the completion of each unit of competency, and in prescribed national and state surveys.

6.6 Making a Complaint

AIM has processes in place for students with an issue or concern, or who wish to lodge a complaint regarding our services or operations.

If a concern cannot be resolved informally, you have the right to commence a formal complaints process.

For further information, please refer to the Complaints and Appeals Policy located in the AIM website www.aim.com.au/information-and-policies/vet



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A photograph of four diverse business professionals in an office setting. A woman with short brown hair in a maroon top is on the left, smiling. A man with short brown hair in a blue shirt and brown blazer is in the center, smiling. A woman with long dark hair in a green shirt is on the right, smiling. A woman with dark curly hair in a dark patterned top is in the foreground, smiling and looking at a laptop. The background is a modern office with glass walls and ceiling lights.

SECTION 7 RIGHTS AND RESPONSIBILITIES

Section 7: Protecting Students

7.1 Pre-paid student fees

AIM has measures in place to ensure students who have prepaid fees are protected in the event AIM is unable to continue to offer a course or ceases to operate as an RTO. In the unlikely event this occurs, AIM will:

- Support students to continue their course at another RTO where possible;
- Support students to transfer to another vocational course at AIM;
- Refund any unused portion of a prepaid course a student has enrolled in or already commenced;
- Issue Statements of Attainment for completed unit(s);
- Return any student work where a grade has not been finalised.

7.2 Privacy of student information

AIM is bound by Commonwealth law to handle Personal Information in accordance with Australian National Privacy Principles (APPs). These principles are designed to ensure that any personal information you provide is used and disclosed only for the primary purpose for which it was collected, unless otherwise authorised by you or the law.

The principles cover issues such as the collection, storage, use and disclosure of information, as well as giving you the right to access information we hold about you.

AIM is required to collect student personal information for a variety of reasons. We will collect and retain personal information relating to your enrolment with us, including your personal details, your cultural background, your individual needs, and your educational background. We will also retain records of your training activity.

Your personal information is stored and retained securely, not kept longer than necessary, and disposed of appropriately. AIM is obliged to retain your personal details for 30 years from when you complete your qualification. This enables your training records to be validated or duplicated throughout your working life.

We will not disclose your personal or training information to any person or organisation; for example, to your parents, partner, or employer, unless we have your permission.

You have the right to access information that relates to you.

In some cases, we are required by law to make student information available to Australian Government agencies such as the National Centre for Vocational Education and Research (NCVER), Training Services NSW or the Australian Skills Quality Authority (ASQA).

For further information, please refer to the Privacy of Student Information Policy on the AIM website www.aim.com.au/information-and-policies/vet

7.3 Records Retention

AIM collects your personal information for legitimate education activities and over the course of your education with us creates and maintains records related to enrolment, progress, communications, and certification.

AIM ensures that its record-keeping procedures comply with the quality standards set for Registered Training Organisations. All client and student records are confidential. Systems are backed up to ensure the security of client and student records. Clients and students will have access to their records at any stage by emailing student support at studentsupport@aim.com.au.

More information on how AIM stores and protects your records, including information on how to access your records can be found here. www.aim.com.au/information-and-policies/vet.

7.4 Third-Party Arrangements

If AIM has third party arrangements relating to your course, we will provide details of the third party to you.



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APPENDICES

Appendix 1

AIM Policies and Procedures

- Academic Integrity [Policy](#) | [Procedure](#)
- Assessment [Policy](#) | [Procedure](#)
- Award Certificate Issuance [Policy](#) | [Procedure](#)
- Bullying Harassment and Discrimination [Policy](#) | [Procedure](#)
- Complaints and Appeals [Policy](#) | [Procedure](#)
- Copyright and Intellectual Property [Policy](#)
- Credit Transfer [Policy](#) | [Procedure](#)
- Critical Incident [Policy](#) | [Procedure](#)
- Enrolment [Policy](#) | [Procedure](#)
- Health, Safety and First-Aid in the Workplace [Policy](#) | [Procedure](#)
- Infectious Disease and Infection Prevention and Control [Policy](#) | [Procedure](#)
- Privacy of Student Information and Records [Policy](#) | [Procedure](#)
- Sexual Assault and Sexual Harassment Prevention and Response [Policy](#) | [Procedure](#)
- Student Code of Conduct [Policy](#)
- Student Diversity and Equity [Policy](#) | [Procedure](#)
- Student Course Fee Refund [Policy](#)
- Student Progression [Policy](#) | [Procedure](#)
- Student Use of ICT Services [Policy](#) | [Procedure](#)
- Third Party [Policy](#) | [Procedure](#)
- Transition and Teach Out [Policy](#) | [Procedure](#)
- Withdrawal, Deferral, Extension, Transfer and Refund [Policy](#) | [Procedure](#)
- Social Media (Staff and Students) [Policy](#) | [Procedure](#)

<https://www.aim.com.au/information-and-policies/vet>

Appendix 2

Definitions

TERM	MEANING
Academic Integrity	The application of honesty in all scholarly endeavours.
Academic Misconduct	Academic misconduct involves cheating, collusion, plagiarism, or any other conduct that deliberately or inadvertently claims ownership of an idea or concept without acknowledging the source of the information. This includes any form of activity that negatively impacts the academic integrity of the student or another student and/or their work.
Asynchronous	AIM offers predominately asynchronous learning that enables students to access learning materials (myAIM) during different hours and from different locations to suit student schedules.
Competency	AIM offers predominately asynchronous learning that enables students to access learning materials (myAIM) during different hours and from different locations to suit student schedules.
Competency based training	Competency-based training is a method of training which develops the skills, knowledge and attitudes required to achieve competency.
Credit Transfer (CT)	The process of awarding credit for a unit or units of competency previously attained from another Registered Training Organisation (RTO) which are the same (or deemed as equivalent on the National Training Register) as the unit/s of competency in a current course.
Online or virtual learning	Refers to learning that takes place in a digital environment or classroom and which may occur in an asynchronous way (student self-paced) or synchronous (real time with Trainers / Assessors and students in the same online environment).
Moodle Room	Refers to the room where students studying the same course are grouped together for educational and administrative purposes.
myAIM	Refers to the AIM online learning management system (LMS) where students access and engage with all learning materials and submit assessments. Orientation, forums, and other workshops also occur through myAIM.
Provisional Enrolment Period / Cooling-off period	An enrolment is provisional for five (5) business days, allowing AIM time to request additional information if required and for a student to access their course and ensure it meets their requirements. Students are liable for the full fee after the Provisional Enrolment Period.

TERM	MEANING
Recognition of Prior Learning (RPL)	An assessment process that involves assessment of an individual's relevant prior learning (including formal, informal, and non-formal learning) to determine if they meet the requirements of a nationally recognised unit/s of competency. (See Assessment Policy and Procedure)
Self-paced	Students study at their own pace with guidance from AIM in the form of an individual training plan, online progression quizzes and progression checks from student support.
Superseded	Refers to when a Training Product is no longer current as a replacement Training Product has been developed and is on the national register.
Synchronous	Synchronous classes run in 'real' time, with students and instructors attending 'together in the same digital learning environment' from different locations.
Teach out	Students may choose to complete the superseded Training Product within the time period and not transition to the new Training Product.
Training Product	a nationally recognised training package qualification, skillset, unit of competency or accredited course.
Transition	Students are transferred from one Training Product into another within the transition period, generally 12 months of its superseded status on the national register.
USI - Unique Student identifier	Unless exempt, a USI is required for all students wishing to enrol into a nationally recognised training course. An exemption from the USI means that an RTO can issue a VET qualification or statement of attainment to a student without collecting and verifying a USI from them. Where an exemption from the USI applies, AIM will inform the student prior to enrolment or commencement of training / assessment (whichever comes first) that the results of the training will not appear on the authenticated VET transcript accessed through the student's USI account.
Validation(verification)	AIM validates qualifications provided as part of course entry requirements. This may include requiring certified copies of certification and/or verifying the qualification with the issuing educational organisation.



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