



AUSTRALIAN
INSTITUTE OF
HEALTH AND
BUSINESS
MANAGEMENT

Student Handbook 2016

www.aihbm.com.au

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Mission Statement

Our mission is to provide quality training and assessment services and to prepare our students for a fulfilling professional career in the Library and Information Services industry. We are committed to upholding our values of providing excellence in training.

Code of Conduct

All students are expected to:

- Conduct themselves professionally at all times, so as to comply with the generally accepted standards of moral behaviour and decency
- At all times strive to achieve a high level of proficiency through commitment to studies
- Never criticise, condemn or otherwise denigrate the organisation, its Staff Members and Trainers or members of the Industry or allied professions.

Access and Equity

Access and Equity policies are incorporated into operational procedures. Australian Institute of Health and Business Management prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or religious background
- Marital status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age

Australian Institute of Health and Business Management encourages students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.

Training that meets your needs

Australian Institute of Health and Business Management is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If you at any point through-out your course you require and assistance or support please discuss these needs with Australian Institute of Health and Business Management staff and we will do our best to help. If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs. If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises.

Note that any informatuion you tell us in realtion to your needs will remain confidential and only used to to support you.

Complaints and Appeal Procedures

All complaints and appeals are taken seriously and their findings incorporated into procedures as appropriate.

Should a student have a complaint or appeal, the following steps are to be followed:

1. Student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / complaint with his / her trainer to see if it can be resolved.
3. If still no resolution the student should put the following information relating to the complaint or appeal in writing:
 - description of the complaint or appeal
 - state whether you wish to formally present your case
 - steps you have taken to deal with the it
 - what you would like to happen to fix the problem and prevent it from happening again.
4. The complaint or appeal is then lodged with administration and receipt of this will be acknowledged in writing. The Director will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the Director receives written notification from the student and a response / resolution must be presented within 7 days in writing.
5. Should the issue still not be resolved to the student's satisfaction, Australian Institute of Health and Business Management will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer then 14 days.
6. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period.
7. If the student is still not happy with external mediation, he / she may take his / her complaint to the Australian Skills Quality Authority (ASQA) may lodge an official complaint through the online complaint form.

8. <https://rms.asqa.gov.au/registration/newcomplaint.aspx>
9. All documentation relating to complaints or appeals need to be maintained as per the Records Management Policy
10. If there is any delay in meeting the above timelines, the complainant will be informed in writing and provided with regular updates

Australian Institute of Health and Business Management Training Manager / Director will be person responsible for the implementation and maintenance of the policy.

Appeals against Assessment Grades

Students may appeal against a result shown on their student record / assessment.

The appeals process is as follows:

- The student lodges an Appeal with the Training Manager / Director.
- The Training Manager / Director will assess the result and assessment and moderate with the Trainers and give the written outcome to the student within 21 days.

Students who miss an assessment

Students who miss any class test must sit that test within 48 hours unless unable because of medical reasons. The test if missed because of medical grounds will be given on agreement between a Training Manager / Director and the student and at the convenience of the Organisation.

Flexible Forms of Assessment

Australian Institute of Health and Business Management has facilities to provide flexible forms of assessment as required, for students in proven extenuating circumstances. The student must apply in writing to the Training Manager / Director with details of the circumstances. The Training Manager / Director will assess the application, and the student notified in writing.

Access to Student Records and Participation

Australian Institute of Health and Business Management is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange at time with your trainer or the Training Manager / Director and they will be more than willing to help you.

Refund Policy

Australian Institute of Health and Business Management has the following policy regarding refunds of fees to students.

Australian Institute of Health and Business Management offers a fair and equitable refund policy that complies with all legislative requirements. The policy is outlined in the enrolment form.

Course fees shall not be refunded to the student under any circumstances unless;

- Australian Institute of Health and Business Management cancels or discontinues a course.
- you withdraw from a course due to serious illness (we will refund any course fees paid less an administrative fee) - **a medical certificate is required**. The Organisation will then refund any payments made **after** the initial deposit, however, an administration fee is also payable.
- You withdraw with written notice more than 7 days prior to the commencement of the course.

If you fail to commence the course or withdraw for any other reason other than illness, with less than one weeks notice, you will forfeit any monies paid.

Student's who have left the course without a valid medical reason and doctor's certificate will be liable for remainder of course fees owing.

For courses offered by Distance Learning, students will be provided a full refund for each unit not yet sent. Once a unit has been dispatched, no refund is payable.

Courses and course fees are not transferable.

To secure a position, payment is required with the application. The full amount is payable before the course. The enrolment cannot be processed without payment for the designated course.

The Training Manager / Director reserves the right to refuse the application of any student and subsequent monies will be returned to the applicant.

If the applicant is under the age of 18, a Parent or Guardian's signature is necessary.

To request a refund, contact AIHBM for the Refund Request form, complete this and email it back with any supporting documentation that you may have to support your request.

Refund Policy in the Event of a Course Being Cancelled

In the event of a course being cancelled, the student will be issued with a full refund of fees paid to the Organisation.

Recognition of qualifications issued by other RTO's.

Recognition of qualifications issued by other registered training organisations is usually for purposes of entry into a qualification where another qualification or certain Statements of Attainment are a prerequisite to entry, or for part completion of a qualification based on Statements of Attainment for the units/modules already held by the student. It is mandatory that RTO's accept the qualifications and Statement of Attainments issued by other RTO's.

Recognition of qualifications issued by other registered training organisations does not require an RTO to recognise the qualifications/Statements of Attainment issued by another RTO for any purposes other than training with that RTO, such as licensing or employment arrangements, eg industrial award classifications.

Recognition of qualifications issued by other registered training organisations does have a limited lifespan. If the qualification/Statement of Attainment is currently listed on NTIS and is still a component of a qualification that the student wishes to undertake, recognition of qualifications issued by other registered training organisations must be given. If the qualification/Statement of Attainment held by the student has been superseded and is no longer on www.training.gov.au or is not the version required by the qualification into which the student wished to enrol, this policy does not apply.

In such situations, recognition of prior learning would be the appropriate way to proceed.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is available for all Units of Competency. The learning outcomes of each unit provide the RPL benchmarks. Candidates may receive full recognition or advanced standing for the competencies required for a course or module.

Students requesting RPL must obtain and lodge an application for "Recognition of Prior Learning" with the Training Manager / Director. Successful applicants are notified promptly of the RPL outcome.

Administrative Contacts

Occasionally students may need to consult the Trainers and or the Training Manager / Directors with comments, questions, suggestions or other matters. In order that we may better assist our students, we suggest, that the student speak with his/her trainer, or the Training Manager / Director.

The trainer can often assist with any individual subject problems a student may encounter. **The trainer can only** comment on his/her subject not on other subjects.

The following suggestions may also be of assistance. Read all the information contained in this book thoroughly. If the required information is not found in the "Policies and Procedures for Students" refer the question to the Trainer or Training Manager / Director.

Change of Name/Address/Telephone Number

Upon change of name, address or telephone number, the student is required to notify Australian Institute of Health and Business Management with the relevant information. The change must be advised in writing stating the previous address, the new address. **No responsibility will be accepted by the Organisation for failure to follow the above procedure.**

Examinations & Class Tests

All courses have some form of assessment. This can be any/or all of practical, theory, assignments and/or written and/or verbal assessments.

Students are required to sit all assessments at the time designated by their trainer or by the Training Manager / Director. Any student failing to comply with examination protocol (which includes cheating) will be brought before the Training Manager / Director and will face disciplinary action.

Medical Certificates

All medical certificates substantiating reasons for failure to sit an examination must be presented to the Training Manager / Director.

Any other medical certificates must be handed to the individual trainer for the recording of attendance.

Assignments

Assignments must be handed to the trainer prior to the assignment due date.

Assignments must not be given to anybody other than the trainer and or Training Manager / Director.

Assessment Results

Students are notified of assessment results by their trainer at the end of each session

No examination results are issued or discussed over the telephone.

Fees and Late Payments

Fees are due before the start of the course.

Student Conduct and Etiquette (Disciplinary Information)

This Organisation expects students enrolled in all courses to behave in a professional and dignified manner with regard to fellow students and Trainers.

Students guilty of:

- Cheating in class tests or examinations;
- Intimidating other students
- Being disrespectful to staff and other students
- Been rude, or discourteous to a trainer, the Training Manager / Director or any other member of the staff or guest trainer
- Causing disruption in class or has engaged in misconduct deemed unsuitable or unprofessional

will be given notice of expulsion in writing. **Fees will not be refunded.** Malicious damage to equipment and/or stealing materials or **products will result in instant dismissal.** Any student who does not abide by the policies & procedures will be counselled by the Training Manager / Director.

If a student persists in not abiding by the policies & procedures the Training Manager / Director may wish to contact the student's parents if they are under 18. If the matter is not resolved the Training Manager / Director reserves the right to discharge the student from the Organisation. Under these circumstances a student may have a right of audience or a right of appeal to the Training Manager / Director. Such right of audience or appeal must be requested in writing to the Training Manager / Director within seven (7) days of suspension or expulsion. *See Appeals Policy*

The decision of the Training Manager / Director shall be final and binding upon all parties. No refund will be given.

Occupational Health and Safety Procedures

The Organisation realises its responsibilities to students, academic and Training Manager / Director, to ensure a safe and healthy academic and working environment. The Organisation operates according to appropriate Occupational Health and Safety standards and procedures.

First aid kits are located in the AIHBM Office.

Keeping You Informed

You will be kept informed via email of any changes to the services that will be provided by AIHBM. Please make sure that your contact details are always up-to-date especially your email address and your mobile phone number as these are our two primary ways of keeping in touch with you.

AGREEMENT TO COMPLY – STUDENTS

I _____ have read the Policies and Procedures for Students as outlined by Australian Institute of Health and Business Management and agree to comply with all the conditions and requirements therein.

Name: _____
(Please Print name)

Signature: _____

Date: _____