



# Student Handbook

## Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Institute of Quality Asset Management policy may impact on the currency of information included. Institute of Quality Asset Management reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Institute of Quality Asset Management.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Institute of Quality Asset Management. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

Institute of Quality Asset Management  
15 Kim Marie Mews Moriac Vic 3240  
Ph: 03 5266 1487  
E: [mang@iq-am.com.au](mailto:mang@iq-am.com.au)  
W: [www.iq-am.com.au](http://www.iq-am.com.au)

## Important Details

Registered Training Organisation (RTO) Details:

Head Office: Institute of Quality Asset Management

RTO Code 22515

A: 15 Kim Marie Mew Moriac Vic 3240

T: 03 5266 1487

E: [mang@iq-am.com.au](mailto:mang@iq-am.com.au)

W: [www.iq-am.com.au](http://www.iq-am.com.au)

### Student Details

Name:	
Address:	
Phone contact:	
Email:	
Course of study:	
My trainer name:	
My assessor name:	

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# Welcome

Congratulations on your choice to undertake a qualification with Institute of Quality Asset Management (IQ-AM)

We have been delivering training in Asset Management since 2010.

Our Vision is to be seen by our clients as enhancing their capability to efficiently and effectively delivery sustainable services and outcomes to their customers.

Our Mission is to provide competency based vocational training services in Asset Management and related competencies, qualifications and awareness training.

IQ-AM has a commitment to and compliance with the National Standards for Registered Training Organisations 2015.

## About Us

Institute of Quality Asset Management is a private Registered Training Organisation (RTO) that specialises in:

- Education and change management for asset dependent organisations
- Asset Management and Technical Management Education.

We have developed a curriculum of accredited workplace training programs that provide our clients with vertically and horizontally aligned Asset Management training from Certificate IV to Post-Graduate Diploma level.

As a Registered Training Organisation we deliver nationally recognised qualifications and units of competency :

- 10160NAT Graduate Certificate in Asset Management
- 10161NAT Graduate Diploma of Asset Management
- AMSBMS001 Contribute to Effective Asset Management
- AMSBMS002 Lead Others in an Asset Managed Environment

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO code is 22515

Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Face-to-face support
- Onsite training
- Ongoing communications

## Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with us at the Institute of Quality Asset Management.

# Legislation

As an RTO, the Institute of Quality Asset Management is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the Standards for Registered Training Organisations (SRTOs) 2015
- National Vocational Education and Training Regulator Act 2011

Additionally, the Institute of Quality Asset Management abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Copyright
- Employment and Workplace Relations
- Equal Opportunity
- *Fair Work* (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Workplace Health and Safety

Institute of Quality Asset Management is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- [www.comlaw.gov.au](http://www.comlaw.gov.au) which is the Australian Government website for Commonwealth Law
- [www.asqa.gov.au](http://www.asqa.gov.au) which is the website for the regulator of Australia's vocational education and training (VET) sector.



# Code of Conduct

As a responsible member of the VET community, the Institute of Quality Asset Management follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, the Institute of Quality Asset Management has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

Institute of Quality Asset Management Code of Conduct states that:

The Institute of Quality Asset Management is committed to providing a safe and secure environment for students and visitors.

This means making sure people feel free from risk to their health and safety by creating an environment that is culturally accepting and good for learning. This includes being free from the risk of threat, harassment, intimidation, plagiarism, bullying and violence. Students will be informed about safety and security as part of the student induction at the beginning of workshops and training sessions.

## Other Policies and Procedures

The following Policies and Procedures underpin the Institute of Quality Asset Management's operations. Please contact our administration department at [admin@iq-am.com.au](mailto:admin@iq-am.com.au) for more information:

- Workplace Health and Safety Act 2011
- Fees and Refunds Policy
- Marketing and Advertising Policy and Procedure
- Recognition of Prior Learning and Credit Transfer
- Complaints and Appeals Policy and Procedure
- Privacy Policy

## Privacy

The Institute of Quality Asset Management strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific and non-identifiable information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

### Access to Your Records

If you wish to access your student information file, please direct your enquiry to [admin@iq-am.com.au](mailto:admin@iq-am.com.au).

# Enrolment

The enrolment process may vary depending on the type of qualification you intend to study. A copy of our Student Handbook will be available for you to read and understand.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

## Enrolment Dates

Enrolments dates will vary throughout the year depending on your organisations requirements. Public courses are scheduled yearly, please see our website [www.iq-am.com.au](http://www.iq-am.com.au) for further information.

## Entry Requirements

Please contact the Institute of Quality Asset Management to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)

## Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Institute of Quality Asset Management cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon 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.

## Fees

Information about fees and charges can be obtained by contacting the Institute of Quality Asset Management. A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency

Costs will be discussed prior to enrolment with you and/or the third party (such as an employer.) who will be paying the tuition fees. Please contact Institute of Quality Asset Management if you have any questions related to course fees.

### Course Fees

Course Code	Qualification	Funding Type	Fee	RPL Cost
10160NAT	Graduate Certificate in Asset Management	Fee for service	\$8500	Contact
10161NAT	Graduate Diploma of Asset Management	Fee for service	\$9500	Contact

### Other Fees

Other administrative and course related costs. This may include charges by your Institute of Quality Asset Management for things such as:

- Replacement of transcript

## Payment Options

Payment of course fees can be made to Institute of Quality Asset Management via:

- Credit card
- Debit card
- Electronic funds transfer

Fees must be paid by the due date agreed in your individual training contract. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or the Institute of Quality Asset Management withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on 03 5266 1487 or mang@iq-am.com.au to discuss options.

### Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, the Institute of Quality Asset Management may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact Institute of Quality Asset Management as early as possible to discuss options.

## Refunds

Should a student withdraw from a course for any reason, they should please contact Institute of Quality Asset Management on 03 5266 1487 to discuss individual circumstances as soon as practical.

### Course Withdrawal

If you wish to withdraw from a course, you must advise Institute of Quality Asset Management in writing of your decision.

Send your notification to request a refund to mang@iq-am.com.au and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- Effective date of the cancellation
- Reason for refund request

Your application will be reviewed and you will be advised of the outcome within 5 working days

### Withdrawal Prior to Commencement of Course

If you withdraw from a course prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made less an administration fee of \$1500. This is because Institute of Quality Asset Management will have already expended resources associated with setting up student records and providing materials.

Notification must be made one week prior to the course commencement for the initial \$1500 payment to be refunded. Any time after this will result in the amount being forfeited.

If a student chooses the initial non-refundable payment may be held for the next available course.

If Payments are made by a student prior to the date on the invoice, refunds will be given if notification is made one week prior to the relevant workshop or at the discretion of the learning and development manager.

### **Withdrawal after Commencement of Course**

Funds associated with each workshop will be forfeited once workshop delivery has been commenced.

### **Withdrawal Due to Illness or Hardship**

In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- A non-refundable administration fee of \$1500 will be deducted from any eligible refund
- Any refund will be at the discretion of Institute of Quality Asset Management

### **Cancellation of Course**

In the event that a course is cancelled by Institute of Quality Asset Management or by your employing organisation for any reason, students enrolled at the time of the cancellation announcement will have their fees partially refunded.

Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

# Course Information

After enrolment, you will be given access to training materials in hard copy and digital format. Textbooks are not provided. You will need to supply your own stationery materials. A welcome email will be sent with your student number.

You will be given an outline for face to face training classroom sessions.

## Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

## Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for all activities a student would undertake, including supervised training activities, classroom sessions, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Graduate Certificate	0.5 – 1 Years
Graduate Diploma	1 – 2 Years

(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/> )

More information on Volume of Learning can be accessed at:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-learning-explanation-v2-2014.pdf>

## Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

### How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Institute of Quality Asset Management has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

## Training and Assessment Strategies

Institute of Quality Asset Management staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by Institute of Quality Asset Management.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

## Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

## Recognition Processes

Institute of Quality Asset Management offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

- **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact [mang@iq-am.com.au](mailto:mang@iq-am.com.au) to discuss your options.

- **Recognition of Current Competencies**

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained".

*(Taken from: <http://www.skillsrecognition.net.au/key-terms>)*

- **Credit Transfer**

Institute of Quality Asset Management recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact [mang@iq-am.com.au](mailto:mang@iq-am.com.au) or phone 03 5266 1487.



## Foundation Skills

All training and assessment delivered by Institute of Quality Asset Management contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

# Assessment Information

## Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you. Assessments are to be emailed to [assess@iq-am.com.au](mailto:assess@iq-am.com.au).

## Resubmissions

If you receive feedback to say your submission was 'Not Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. Institute of Quality Asset Management does not charge a fee for resubmission of assessments. If, after 3 resubmissions your work is still 'Not Competent', you will be required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

Talk to our learning and development manager for more information. All of the staff at Institute of Quality Asset Management will take every reasonable effort to help you succeed in your course.

## Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

## Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Institute of Quality Asset Management. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

## Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. Institute of Quality Asset Management expects that you use bibliography style of referencing when writing your assessments. More information about how to do this can be found at

APA: <http://libguides.jcu.edu.au/apa>

[http://guides.is.uwa.edu.au/ld.php?content\\_id=17350815](http://guides.is.uwa.edu.au/ld.php?content_id=17350815)

Harvard:

[https://www.adelaide.edu.au/writingcentre/referencing\\_guides/harvardStyleGuide.pdf](https://www.adelaide.edu.au/writingcentre/referencing_guides/harvardStyleGuide.pdf)

[https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard\\_Complete.pdf](https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf)

## Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Institute of Quality Asset Management's procedure for lodging an appeal.

## Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office at [assess@iq-am.com.au](mailto:assess@iq-am.com.au) or phone 03 2566 1487.

# Student Conduct

Just as the Institute of Quality Asset Management has a responsibility to meet expectations of students, legislation, and regulations, so to, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Institute of Quality Asset Management views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Institute of Quality Asset Management and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our complaints process.

## Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

## Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Institute of Quality Asset Management. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

## Drugs and Alcohol

Any student under the influence of drugs and/or alcohol is not permitted to attend the study premises the Institute of Quality Asset Management is using for training or use facilities or equipment, or to engage in any Institute of Quality Asset Management activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

## Student Feedback

Institute of Quality Asset Management is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of each workshop.

## Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate and Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Institute of Quality Asset Management and other RTOs in the Standards for RTOs 2015.