
Institute of quality Asset Management 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 speak about any changed information and/or updates with 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. Please contact us with any queries.

Important Details

Registered Training Organisation (RTO) Details:

Institute of Quality Asset Management

RTO Code 22515

Phone:
03 9037 4965

Web address:
www.iq-am.com.au

Email:
mang@iq-am.com.au
assess@iq-am.com.au

Mail:
23 Manna Gum Drive
Mount Duneed Vic Australia 3217

Student Details

Name:	
Address:	
Contact number:	
Email:	
Course of study:	
My trainer name:	
My assessor/s 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 comply 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 workplace training programs that provide our clients with vertically and horizontally aligned Asset Management capability, Australian government accredited competencies and qualifications.

Qualifications:

Graduate Certificate in Asset Management
Graduate Diploma of Asset Management

Competencies:

Contribute to Effective Asset Management
Lead Others in an Asset Managed Environment

Our courses are delivered by highly experience practitioners and appropriately qualified trainers. Training is conducted through a variety of methods:

- Onsite training
- Ongoing communications
- In person support

Contact 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.

Please speak to us about any changes to your circumstances that may impact successful completion of enrolment.

Legislation

In Australia, only Registered Training Organisations can issue nationally recognised qualifications.

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 which is the Australian Government website for Commonwealth Law

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.

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.

Similarly, the Institute of Quality Asset Management has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

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 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 of our national regulators.

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 assess@iq-am.com.au.

Enrolment

The enrolment process may vary depending on the type of training or 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.

Please note enrolment does not cease should your employment status change at any time, regardless of circumstances, including where an employer has paid the enrolment fee.

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 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 information 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 and submit assessment tasks.

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> for more information, and instructions on how to create one.

Course Withdrawal

Should a student withdraw from a course for any reason, they should please contact Institute of Quality Asset Management on 03 9037 4965 or email mang@iq-am.com.au to discuss individual circumstances as soon as practical.

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.

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	\$8800	Contact
10161NAT	Graduate Diploma of Asset Management	Fee for service	\$9800	Contact

Other Fees

Other administrative and course related costs. This may include charges by 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 or 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 9037 4965 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

Employer paid fees

Any fees paid by an employer will be non-refundable.

Self-funded paid fees

Funds associated with each workshop are non-refundable once workshop delivery has been commenced by you.

If a student chooses, the administrative fee or any fees paid may be held for the next available enrolment.

Withdrawal prior to course commencement

If you wish to withdraw, notification must be made one week prior to commencing any learning and/or assessment tasks associated with the course for the initial \$1500 administrative fee payment to be refunded.

Any time after this will result in the amount being forfeited. This is because Institute of Quality Asset Management will have already expended resources associated with setting up student records and providing materials.

Withdrawal after course commencement

If payments are made by a student prior to the date on the invoice, refunds will be given if notified prior to the relevant workshop being delivered, less the administration fee of \$1500 and any fees paid for previous delivery.

Notification after this time may result in the amount being forfeited. Final decision will be at the discretion Institute of Quality Asset Management.

Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw or postpone your enrolment.

To be entitled to a full refund if you were unable to attend initial delivery, satisfactory evidence (e.g. medical certificate) must be provided. Any refund will be at the discretion of Institute of Quality Asset Management.

In the event you were unable to attend mid delivery, please also see withdrawal after course commencement.

Postponing

Any funds paid can be held if you choose to postpone to another scheduled equivalent course or alternative enrolment.

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 and prior to commencement, students enrolled at the time of the cancellation announcement will have their paid fees fully refunded.

Students who may have already started and 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 respective refund total.

Course Information

After enrolment, a welcome email will be sent with your student number and any pre reading material if applicable.

You will be given access to training materials in hard copy and digital format when in attendance at the first delivery session. Textbooks are not provided.

You will need to supply your own stationery materials. Please see entry requirements for further information.

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

More information on Volume of Learning can be accessed at <http://www.aqf.edu.au>

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

The courses delivered by Institute of Quality Asset Management employ staff or contractors that are appropriately qualified and have sufficient, relevant industry experience to train and assess.

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 maximise learning outcomes and access to learning activities.

Recognition Processes

Institute of Quality Asset Management offers assessment processes that enable recognition of prior learning and credit of competencies acquired, through learning or experience regardless of means.

Qualifications and units that have been issued by other Australian RTOs or issuing organisations, once verified, will be recognised.

The aim of RPL and credit transfer is to allow for entry into or towards a qualification by providing credit for learning outcomes already achieved. Without having to go through complete processes of training and assessment, time required to gain a qualification may be reduced.

To apply or for further details on the requirements and process, please contact our learning and development manager at mang@iq-am.com.au or phone 03 9037 4965

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that recognises and determines relevant skills and knowledge an individual has acquired through formal, non-formal and informal learning to the learning outcomes of a unit.

Credit Transfer

Credit transfer is a process that recognises the equivalence in content and learning outcomes from previously undertaken and successfully completed qualifications or formal learning. Credit may then be granted towards the qualification being completed.

What you need to consider

Eligibility for credit towards units of competency in your qualification is dependent on individual circumstances.

For RPL, you will need to provide evidence upon which your assessor can make an accurate judgement regarding competency to give credit. This will also include an interview with an assessor.

This evidence must be your own work, demonstrate competence over a period of time and can be repeated, demonstrate up-to-date knowledge and skills and be relevant to what is being assessed.

An RPL assessment may also be conducted in person and on site, where evidence can only be sighted due to organisational confidentiality and security measures.

For credit transfer, you will need to supply, and where possible, certified copies of your documentation and provide any other support materials detailing components to show equivalence of learning outcomes, discipline content and assessment requirements to the qualification being undertaken. These documents are used to map, compare and evaluate the extent to which credit can be given.

You can use a variety of documentation to apply for credit outcomes.

These include, but not limited to:

- records of completed training, assessment items and their results
- declarations from your employer, or referee
- details of work history and experience

Whilst possible to gain a qualification through an entirely RPL process, we are not obliged to issue a testamur that is achieved wholly through recognition of units or qualifications completed at another issuing RTO. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process as stated in 'user's guide to the standards for RTO's 2015.

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 with a cover sheet to assess@iq-am.com.au.

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 all requirements of the learning outcomes that comprise each unit.

Resubmissions

If you receive feedback on your submission with "Resubmit", 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.

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.

Plagiarism

All work that you submit must be your own. You will have signed a declaration on the coversheet 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 parenthetical style of referencing when writing your assessments. This includes APA, Harvard or MLA styles.

More information about how to do this can be found at

- <https://www.vu.edu.au/library/get-help/library-guides>
- <http://www.citethisforme.com/guides>

Appeals

Whilst as a current 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. Read Institute of Quality Asset Management's procedure for lodging an appeal. – send an email to assess@iq-am.com.au and ask that the assessment result be formally reviewed.

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 or phone 03 9037 4965.

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.

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 and as a representative of your organisation.

Misconduct

Institute of Quality Asset Management views student misconduct seriously. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism
- 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

Any misconduct exhibited are serious offences. Students engaging in this behaviour will face disciplinary action and will vary depending on the severity and frequency of the breach. Examples 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 course enrolment without refund and/or assessment credit
- Matter referred to the police

Appeals

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

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, premises of training venue and equipment 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.

More information can be found at <https://www.safeworkaustralia.gov.au/>

Drugs and Alcohol

Any student under the influence of illicit drugs and/or alcohol is not permitted to attend the study premises the Institute of Quality Asset Management is using for training, 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

Successful completion of your coursework entitles you to a Certificate and Statement of Results. Upon being assessed as meeting all requirements for the course, provided all fees are paid, testamurs will be issued to you within 30 calendar days.

This meets the compliance requirements as set for all registered training organisations in the Standards for RTOs 2015.