

BUILDING FUTURES



Australian Management Academy

STUDENT HANDBOOK

Individual Enrolments

Delivery mode: eLearning

AUSTRALIAN
MANAGEMENT
ACADEMY

Version 1.4

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1 MANAGING DIRECTOR'S MESSAGE

Here at the **Australian Management Academy**, our goal is to give people the skills they need to change their lives. Our courses give you the skills that will make you a valuable resource, not just for today and tomorrow, but for the rest of your life.

We can no longer rely on a "Job for Life". In these changing times, we are far more likely to move through many different jobs and career changes during our working lives. The portion of our lives we spend generating our income is also increasing, and generating that income stream is becoming increasingly competitive. It is through the modernization of our knowledge and the acquisition of new skills that we will be successful. The Australian Management Academy has a range of courses that can help you be successful. Whether you need to update your skills in your existing job or you desire to enter a new industry, our courses are designed to deliver the knowledge you need.

BUILD YOUR FUTURE



2 ENROLMENTS

2.1 Enrolments – Courses Online

Enrol in an eLearning course with the Australian Management Academy by going to www.coursesonline.com.au, clicking on the chosen course and read through the course details and frequently asked questions (FAQ). At the end of the document is the enrolment section. Enter your details in the boxes and click to move to the payment page. Fees for eLearning courses are paid upfront as students are given access to the learning material as soon as payment is cleared. Students can choose to pay for the entire course and obtain a discount, or pay competency by competency as they go.

We recognise that students want to commence their eLearning course as soon as possible. Access to the learning material is provided promptly so that students can commence. Additional enrolment information that is required by the Australian Management Academy is gathered in the days that follow commencement.

2.2 Inductions

A student induction will be provided for all new students commencing programs with the Australian Management Academy.

eLearning students will be provided with a Student Handbook that outlines all the information they are required to be familiar with regarding the operations of the Australian Management Academy.

3 SUPPORT SERVICES

3.1 Client Support Services and Special Assistance Needs

The Australian Management Academy will provide reasonable levels of assistance to students to assist them with comprehension of learning materials, access to research resources and supervision of work assigned.

Where specialised assistance is required, this assistance will be sought by the Australian Management Academy and provided to the student, at the student's cost. These services may include:

- Access to special needs assessment professionals
- Personalised aid to assist with a reading or writing disability
- Physical disability assistance
- Remedial aid

3.2 Language, Literacy & Numeracy Assessment

Students enrolling in programs offered by the Australian Management Academy will, when necessary, be assessed for language, literacy and numeracy skills. Where these skills are assessed to be below the minimum standards for satisfactory course completion, the student will be offered advice and support regarding the best way of addressing the identified shortfalls to develop these skills. Reasonable adjustment will be implemented to aid the student in course completion.

3.3 Flexible Learning & Assessment

While course-specific materials will advise on learning and assessment criteria to attain successful completion, the Australian Management Academy will wherever reasonable consider inclusion or adoption of variations to accommodate client work commitments, personal limitations or physical disabilities provided these do not compromise the integrity of the relevant training package.

Where flexibility is required, these will be dealt with on a case-by-case basis to determine student needs, and options available that may be instituted to assist the student. In some cases these may incur additional expense to the student. Flexibility may be considered for variables such as:

- Personalised supervision (where feasible)
- Special circumstances for assessments and examinations

3.4 Welfare & Guidance

The Australian Management Academy does not specifically provide direct access to welfare services, however the organisation will consider cases where students experience special hardship. In these instances the organisation may at its sole discretion offer reduced fees for course training and learning materials where it considers this is warranted.

In relation to guidance services, the Australian Management Academy will consider any reasonable request for guidance, and will always ensure that students are given access to all information required to assess and comprehend course options, learning materials and assessment criteria.

3.5 Complaints, Grievances & Appeals

A complaint, grievance or appeal to the Australian Management Academy is required to be presented to the company in writing or using our Complaint Form, which can be supplied at your request.

- All complaints or grievances relating to course content or any issue relating to a training course will be forwarded to the relevant Trainer and also the Human Resources Manager for review.
- Each complaint, grievance appeal and its outcome will be recorded in writing, and a record maintained in a complaints log.
- Where a complainant feels that an Australian Management Academy representative has not satisfactorily dealt with the matter, they may request, that the matter be escalated to a senior manager (where relevant) for further consideration.
- The Australian Management Academy recognises that some complaints, grievances or appeals are most appropriately dealt with at a more senior level, e.g. complaints of victimisation or unlawful discrimination or harassment, complaints that could lead to a finding of misconduct or disciplinary action being taken against a company representative.
- Procedural fairness will be observed in all aspects of handling a complaint, grievance or appeal. All parties to a complaint, grievance or appeal will be informed of the complaint, grievance or appeal, the specific allegations

being made, with all parties being given the opportunity to respond to any allegations made.

- No complaint, grievance or appeal will be pre-judged.
- The Australian Management Academy will respond to complaints, grievances and appeals within a reasonable timeframe. Complainants will be kept informed of the progress of the matter.
- The Australian Management Academy recognises that situations where bias and conflict of interest may exist or appear to exist in certain complaint, grievance or appeal issues. Every effort will be made to seek to act with impartiality and strive for fairness in all matters relating to each complaint, grievance or appeal.
- Confidentiality will be respected wherever possible within the constraints of the need to fully investigate the complaint, grievance or appeal. In some cases resolution of the complaint, grievance or appeal may also involve appropriate bodies external to the Australian Management Academy, e.g. trade unions or statutory bodies.
- There may be instances where a complaint, grievance or appeal is of such a serious nature that formal action is required that is beyond the wishes of the complainant, e.g. when a complaint raises or relates to allegations of unlawful behaviour or corruption or when the Australian Management Academy's duty of care to staff or clients may be compromised if no action is taken.
- The complainant may lodge an appeal following escalation to senior management if desired. An independent person or panel will hear each appeal. This person will be sought with assistance from the relevant Industry Training Board.
- Each appellant will have an opportunity to formally present his or her case, and will be provided with a written statement of the appeal outcome including reasons for the decision reached.

3.6 Recognition of Prior Learning

The Australian Management Academy recognise the completed qualifications issued to students by other Registered Training Organisations (RTOs). These qualifications or experiences may exempt students from the requirement to complete modules for new courses for which they seek to enrol where credit can be granted.

Recognition of Prior Learning will be discussed at the request of the student. Prospective students wishing to apply for recognition of prior learning need to complete an RPL/RCC kit to apply for credits for modules or courses completed and issued by other RTOs. The kit is available on request.

3.7 National Recognition

As a registered training organisation and in the delivery of Nationally Recognised Training, the Australian Management Academy is obliged to recognise AQTF Qualifications and Statements of Attainment issued by other RTOs throughout Australia.

The Australian Management Academy students will receive full recognition of all accredited training completed at other Australian RTOs for which a certificate of

attainment or qualification is provided and for relevant prior learning and current competencies that are suitably evidenced.

Students can be confident that their relevant AQF qualifications obtained through other accredited RTOs will be recognised.

Students will be able to receive Credits for units where they can provide evidence of Current Competency and/or Prior Learning.

3.8 Employability Skills

“Employability skills are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills, and transferable skills. Industry’s preferred term is Employability Skills.

Employability Skills are defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions".

There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology.

All Training Packages have been reviewed to ensure that Employability Skills feature in their units of competency and all new Training Packages must now include Employability Skills.”

To access the employability summary for your qualification, visit:

<http://employabilityskills.training.com.au/>

Once there, enter your qualification code in the search box and click on Find.

Source: Employability Skills Summaries website

4 COMPANY POLICY

4.1 Access & Equity

The Australian Management Academy will strive to ensure that programs and services are relevant, accessible, fair and inclusive by:

- Promoting the organisation's programs and services in a manner that includes and reflects the diverse client population, to ensure that all prospective students are well informed about the options available to meet their individual training needs.
- Ensuring that those groups traditionally under-represented in education and employment have the opportunity to participate and achieve the same outcomes as other members of the community.
- Implementing fair educational program and geographic resource allocation practices, to maximise the participation of target groups, within the boundaries governed by financially prudent operating constraints.
- Undertaking to eliminate policies, practices, structures, assumptions and behaviours that may contribute to the disadvantages suffered by under-represented groups both in employment and in education.
- Utilising the services of special needs assessment professionals as needed to assist in tailoring programs to fit special need students.

4.2 Legislation & Regulatory Guidelines

Students will need to be familiar with and comply with Commonwealth and State Legislation (relating to their own State) governing:

- Occupational Health and Safety
 - Queensland – www.whs.qld.gov.au
 - Victoria – www.workcover.vic.gov.au
 - New South Wales – www.workcover.nsw.gov.au
 - Western Australia – www.safetyline.wa.gov.au
 - ACT – www.workcover.act.gov.au
 - SA – www.workcover.com
 - NT – www.worksafe.nt.gov.au
- Workplace Harassment Victimisation and Bullying
 - Queensland – www.adcq.qld.gov.au
 - Victoria – www.humanrightscommission.vic.gov.au
 - New South Wales – www.industrialrelations.nsw.gov.au
 - Western Australia – www.equalopportunity.wa.gov.au
 - ACT – www.hro.act.gov.au
 - SA – www.eoc.sa.gov.au
 - NT – www.adc.nt.gov.au
- Anti-Discrimination (Equal Opportunity, Racial Vilification, Disability) – www.hreoc.gov.au
- Vocational Education and Training – www.education.gov.au
- Apprenticeships and Traineeships – www.australianapprenticeships.gov.au
- AQTF guidelines governing RTO's – www.training.com.au
- Requirements for new apprenticeships and traineeships
- Competency based training and assessment

4.3 Privacy Statement

4.3.1 Disclosure

- All information provided is to the Australian Management Academy is given with the consent of the applicant.
- Personal information will not be shared, sold or given to any third parties without consent, unless required or authorised under the exemptions set out in the Privacy Amendment (Private Sector) Act 2000.
- Information gathered may be used by the Australian Management Academy for its own purposes subject to any disclosures herein.
- As a general principle, individuals will be given access to their personal information and allowed to correct it or explain something with which they disagree, unless disclosing this would have an unreasonable impact on someone else's privacy. This principle is subject to exemptions such as if this disclosure would compromise a fraud investigation.

4.3.2 Information Use

- The use of all information or data gathered by the Australian Management Academy will be in strict accordance with the purpose for which it was obtained unless prior consent has been received from the relevant party to use the information for other means.
- All use of information will be monitored and restricted only to duly authorised personnel.
- Student information will not be disclosed to a third party without written consent first being obtained from the student, except where required to do so by law.

5 FEES AND CHARGES

5.1 Trading Terms & Course Fees

The Australian Management Academy enrolment fee for each course has been calculated to include all administrative expenses, course materials and advertising.

Individual Enrolments

Fees for national recognised training units include costs for assessment, issuing of certificates and other associated costs. Course fees may be varied at any time. Information about individual course fees can be sourced from www.coursesonline.com.au or by phoning 03 9678 9099

5.2 Training Course Fee Refunds

With eLearning courses, students are given full access to all the learning materials paid for when payment is received. Accordingly, there are no refunds on eLearning courses*.

*If a student is not accepted to participate in a course, any fees paid will be refunded in full at the time of the advice of non-acceptance into the program.

Where a customer issues a complaint or expresses dissatisfaction with the training program, the Australian Management Academy will act in accordance with its Complaints Handling Policy.

6 CONTACT NUMBERS

Office Contact Numbers & Addresses

MELBOURNE

28/303 Collins Street
Melbourne Vic 3000
P: 03 9678 9099
F: 03 9678 9009

SYDNEY

8 Melville Street
Parramatta NSW 2150
PO Box 6083
Parramatta BC NSW 2150
P: 02 9890 6997
F: 02 9688 5018

BRISBANE

22/69 Ann Street
Brisbane Qld 4000
P: 07 3112 5191
F: 07 3112 5101

W: www.ama.edu.au

Student Handbook Receipt

Student Name		Student Number	
Employer Name			
Declaration of Receipt			
<p>As a participant in a training course being delivered by the Australian Management Academy, I acknowledge that I have been given the opportunity to ask any questions that I need clarification on during the induction process. I also acknowledge receipt of the Academy's Student Handbook containing sections on:</p>			
<ul style="list-style-type: none"> • Enrolments • Inductions • Support services • Language, Literacy and Numeracy • Flexible Learning and Assessment • Welfare and Guidance • Complaints, Grievances and Appeals • Recognition of Prior Learning & Current Competencies • National Recognition • Access and Equity • Legislation & Regulatory Guidelines • Privacy Statement • Fees and charges • Contact details 			
Declaration of Consent			
<p>The Australian Management Academy is committed to maintaining the privacy of all information that is collected during the running of its business. This extends to all information relating to its employees, suppliers and clients whether the information is stored in computerised or written form.</p> <p>All reasonable steps will be taken to ensure personal information stored is accurate, complete and up to date.</p> <ul style="list-style-type: none"> ▪ Personal information will not be shared, sold or given to any third parties without consent, unless required or authorised under the exemptions set out in the Privacy Amendment (Private Sector) Act 2000. ▪ Information gathered may be used by the Australian Management Academy for its own purposes subject to disclosure in the Privacy Statement at the time and point of gathering the information. ▪ The use of all information or data gathered by the Australian Management Academy will be in strict accordance with the purpose for which it was obtained unless prior consent has been received from the relevant party to use the information for other means. ▪ All use of information will be monitored and restricted only to duly authorised personnel. ▪ Student information will not be disclosed to a third party without written consent first being obtained from the student, except where required to do so by law. <p>I give permission to the Australian Management Academy to collect, gather, use and disseminate my information in accordance with the above.</p>			
Signature: _____		Date: _____	