



# AIM Business School

Student Handbook





**Copyright 2019**

© Australian Institute of Management Education and Training Pty Limited (ABN 40 009 668 553) (AIMET); level 21, 580 George St, Sydney, NSW, 2000, an approved FEE-HELP provider. AIMET is a registered Higher Education Provider, Provider ID: PRV12071.

All rights reserved

Version: 2019 2.0

Date Modified: 17/07/2019

No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without the prior written permission of Australian Institute of Management Education and Training.

**Disclaimer:**

AIM does not invite reliance upon, nor accept responsibility for, the information it provides. AIM makes every effort to provide a high-quality service. However, neither AIM, nor the providers of data, gives any guarantees, undertakings or warranties concerning the accuracy, completeness or up-to-date nature of the information provided. Users should confirm information from another source if it is of sufficient importance for them to do so.

# CONTENTS

---

<b>WELCOME.....</b>	<b>1</b>
From the Head of School.....	1
<b>GENERAL INFORMATION .....</b>	<b>2</b>
Key Contacts.....	2
The Academic Team.....	3
<b>POSTGRADUATE STUDY WITH AIM.....</b>	<b>8</b>
Programs .....	8
Entry Requirements .....	10
Program Structure.....	11
Mode of study.....	14
How to Enrol.....	14
Class Size.....	14
Attendance Expectations and Requirements.....	14
<b>BEING AN ABS STUDENT .....</b>	<b>15</b>
Student Charter .....	15
<b>YOUR ONLINE LEARNING COMMUNITY .....</b>	<b>20</b>
<b>SUPPORT FOR STUDENTS.....</b>	<b>23</b>
Academic Study Skills Unit .....	23
24/7 Online Study Support .....	23
Student Counselling.....	24
Academic Counselling.....	24
Library Services .....	24
LinkedIn Learning.....	24
<b>POLICIES AND PROCEDURES .....</b>	<b>26</b>
Academic Integrity.....	26
Plagiarism.....	26
Turnitin privacy statement.....	27
Determining academic misconduct .....	28
Avoiding plagiarism.....	28
Copyright .....	29
Privacy and Confidentiality .....	29
<b>ASSESSMENT AND GRADING.....</b>	<b>30</b>
Submitting your Assessment .....	33

Extension of Assessment .....	33
Late Submission Penalty .....	34
Turn Around Time.....	34
Notification of Results .....	34
Grading System .....	35
Calculating Grade Point Average .....	36
Resubmission of Assessment Tasks.....	37
Request for Review of Grade .....	37
Academic Appeal Process.....	37
Unit Repeat Policy .....	37
<b>CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING .....</b>	<b>38</b>
<b>UNIT WITHDRAWALS .....</b>	<b>39</b>
<b>PROGRAM DEFERRAL .....</b>	<b>41</b>
<b>FINANCIAL REQUIREMENTS .....</b>	<b>42</b>
Payment of Fees (Including FEE HELP) .....	42
Partner’s Students .....	42
<b>AIM BUSINESS SCHOOL - CODE OF PRACTICE .....</b>	<b>43</b>



# WELCOME

---

## From the Head of School

Today's executives manage in a world of constant change and increasing competition. This is why executives at all levels and in all fields of business are increasingly relying upon management education to maintain their professional edge in business. A postgraduate qualification at AIM will assist you to achieve this edge and validate years of invaluable workplace experience with a practical and challenging course.

The AIM Business School offers a unique, inspiring, educational journey through focussed and innovative courses for practising managers and aspiring leaders. We provide postgraduate education that is immediately applicable to the workplaces of our students, grounded in the scholarship and values of high quality learning and teaching. With today's time constraints and many juggling work and family, we understand the need for a flexible approach to learning.

Our approach is inspired by a strong commitment to and support of every student as an individual, with a shared passionate belief that in taking the AIM educational journey together we can make a positive difference to individuals, their professions and organisations, and broader local and global society.

I take this opportunity to thank you for choosing your postgraduate educational journey with the AIM Business School, and assure you that all involved will do their best to ensure that the journey is stimulating, exciting, and rewarding both personally and professionally.

Welcome on board!

*Dr Ehsan Ahmed, Head of ABS*

# GENERAL INFORMATION

---

## Key Contacts

**AIM Website**                      <http://www.aim.com.au/business-school>

---

**MyABS -  
Student Portal**                      <https://my.aimbusinessschool.edu.au/PortalLogin>

---

**The Academic Team**                      Head of School: Dr Ehsan Ahmed  
Ehsan.Ahmed@aim.com.au  
  
Student Success Coach: Daniya Abduljabbar  
Daniya.Abduljabbar@aim.com.au

---

**The Executive Team**                      Director of Education: Janene.Barrett@aim.com.au

---

**The Student Support  
Team**                      Email: [absstudentsupport@aim.com.au](mailto:absstudentsupport@aim.com.au)  
Phone: 1300 221 517

---

**AIM Library**                      Email: [library@aim.com.au](mailto:library@aim.com.au)

---

## The Academic Team

### Head of School

The Head of School leads the ABS team and reports to the Academic Board on the performance of the AIM Business School courses, and any need for improvement, ensuring the promotion and awareness of student requirements throughout the organisation.

#### **Responsibilities:**

- Leads the School to ensure positive outcome
- Approves Recognition of Prior Learning;
- Ensures quality of student care
- Investigates and resolves student complaints
- Investigates academic breaches, such as plagiarism, etc
- Facilitates grade moderation
- Oversees policies and processes
- Oversees Teaching and Learning Plan
- Oversees ABS Academic Governance
- Oversees ABS Course Review and Development
- Ensure the currency of academic content and processes
- Liaises with faculty and assists in their professional development, Scholarly Activities and recruitment
- Manages risk register priorities
- Manages Peer review and monitoring

## **Program Managers**

### **Responsibilities:**

- Deliver the key priorities in the Teaching and Learning Plan
- Manage and monitor student academic performance and strategies
- Manage student Results
- Develop and manage the timetable
- Manage faculty allocation, training and pay processes
- Manage academic delivery, learning materials and delivery platforms
- Manage the currency of academic content and processes
- Manage academic policies and processes

## **Student Success Coach**

### **Responsibilities:**

- Directly liaises with students to provide support through their journey and to ensure 'Success'
- Identifies students requiring tips and hints on how to effectively study to ensure positive outcomes.
- Provides Academic Study Skill support to the student
- Prepares intervention and retention report to be presented at the academic governance committees
- Liaises with the Head of School for intervention advice
- Assesses student queries and direct them to relevant support team.  
e.g., Student Support, Academic Support, Tech support etc.

## Student Support Services

Student Support provides non-academic support to students throughout their journey with ABS.

### Responsibilities:

- Welcome and induct all new students on how to navigate the online student platform and access course content, set texts, webinars and assessments
- Manage student records and maintain student information
- Liaise with the Head of School, Program Managers, facilitators and Student Success Coach regarding student queries, feedback and support.
- Liaise with the Finance Team to provide student invoices

## Facilitators

AIM Business School employs a number of highly experienced and qualified academics as facilitators, who lead the Teaching and Learning experience in their areas of specialisation.

The facilitator is a student's first point of contact for any academic matter in the unit of study, including learning expectations and assessments.

## Online Academic Tutors

AIM Business School employs a number of highly experienced and qualified academics as academic tutors, who look after 1:1 academic queries and support for ABS students. The service is offered online and students can call or email the academic tutors at a designated time within a study period. Online Academic Tutor responsibilities:

- On-board students and explain the learning environment.
- Provide 1:1 academic support on content, assessments and student queries.
- Initiate and maintain proactive 1:1 academic intervention and enhance student engagement.
- Liaise with the facilitators to coordinate student expectations, intervention and engagement:
- Coordinate with the facilitators to manage student queries, student communication, academic advice and academic support.

## AIM Business School Campuses

### AIM ADELAIDE CAMPUS



**Address:**

Level 2, 83 Currie Street,  
Adelaide SA 5000

**Phone:** (08) 8241 8000

**Parking:**

U Park on Light Square, Wilson Parking  
Hindley Street,  
U Park Topham Mall

<https://goo.gl/maps/gQZwaMKNpDz>

### AIM BRISBANE CAMPUS



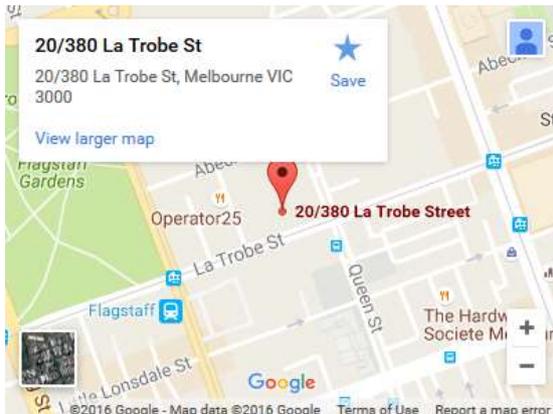
**Address:**

Level 9, 295 Ann St  
Brisbane, QLD 4000

**Phone:** (07) 3227 4824

<https://goo.gl/maps/1kiDRDEK9Wu>

## AIM MELBOURNE CAMPUS



**Address:**

Level 20, 380-390 La Trobe Street,  
Melbourne, VIC 3000

**Phone:** (03) 9534 8181

<https://goo.gl/maps/EXXTi9EpGpN>

## AIM SYDNEY CAMPUS



**Address:**

7 Macquarie Place,  
Sydney NSW 2000

**Postal Address:**

PO Box R515,  
Royal Exchange, NSW 1225

**Phone:** (02) 9956 3030

**Secure Parking:**

37-49 Pitt St, Wilsons Parking:  
1 O'Connell St,  
Secure Parking: 22 George St

<https://goo.gl/maps/7JUbsmmt4YE2>

# POSTGRADUATE STUDY WITH AIM

---

## Programs

The philosophy of the AIM Business School postgraduate education is to ensure that the management education delivered to students is applicable and relevant to the workplace. The programs are made up of a broad spectrum of courseware that can be used to deliver practical leadership skills in areas such as communication, marketing, team building, finance, leadership, problem solving and management.

The AIM Business School offers the following three programs:

- **Graduate Certificate of Management (Grad Cert)**
- **Graduate Diploma of Management (Grad Dip)**
- **Master of Business Administration (MBA)**

As an ABS student you will develop a comprehensive scientific approach to deal with the complex contexts that surround management and leadership today in a rapidly changing organisational environment.

ABS Postgraduate Management Programs emphasise:

- Strong leadership abilities
- Practical application of knowledge in the workplace
- Evaluation of current management practices and development of new practices
- Evaluation and application of the organisation's financial, human resource, marketing and physical objectives
- Evaluation and application of an organisation's sectors and their relationship to the greater environment
- Recognition and dealing with threats and opportunities confronting an organisation
- Effective internal and external communication

Students who attend the AIM Business School come from a diverse range of professional backgrounds so it is important for us to provide a relevant management education that assists in the awareness of current problems facing today's manager and leader.

The programs provide students with:

- The combination of new concepts, group discussions, bite size learning, teaching with technology approaches and work-related assessments which will enable them to participate more effectively in organisational planning and decision making
- The opportunity to explore a wide range of business contexts relevant to their organisations, which will assist their company executives to better understand their organisational capabilities and business opportunities
- The opportunity to enhance their understanding of and ability to apply scientific management practices through interactive learning techniques
- Access to a professional postgraduate qualification
- The potential to follow the articulation pathway from Graduate Certificate in Management through to the Master of Business Administration

## Entry Requirements

Entry to the AIM Business School courses is dependent on your workplace experience and your previous qualifications. Some combinations of experience and qualifications allow direct entry to the MBA course; other combinations require progression through the Graduate Certificate or Graduate Diploma with satisfactory grade averages.

Please see the table below for experience and educational requirements.

<b>Managerial Experience</b>		<b>Educational Qualifications</b>		<b>Graduate Certificate</b>	<b>Graduate Diploma</b>	<b>Master of Business Administration</b>
Two (2) years	+	Undergraduate degree	⇒	Direct Entry	Direct Entry	Direct Entry
Three (3) years	+	Post-Secondary Qualification e.g. Diploma or Advanced Diploma	⇒	Direct Entry	Progression on satisfactory grade average	
		AIM Graduate Certificate			Direct Entry	Progression on satisfactory grade average
		AIM Graduate Diploma				Direct Entry
Five (5) years	+	No formal post-secondary educational qualifications	⇒	Direct Entry	Progression on satisfactory grade average	

**Note:** All applications for admission that do not clearly meet the criteria may be assessed on an individual basis by the Head of School

## Program Structure

### Graduate Certificate of Management

The first step towards an MBA, or a one-off qualification in its own right. Either way, you will learn key foundations and strategies that will enrich your management skills.



Structure: 4 core units

Time: Equivalent to 1 year part-time

Completion: Up to 3 years

#### 4 core units:

- Leading, Managing & Developing People
- Managing Financial Resources
- Marketing for Managers
- Managing Operational Improvement

### Graduate Diploma in Management

The Graduate Diploma in Management is the next step up from the Graduate Certificate in Management. Concepts are explored further and more units are offered to give you a broader experience and greater options to customise your learning.



Structure: 8 core units

Time: Equivalent to 2 years part-time

Completion: Up to 5 years

**8 core units:**

- Leading, Managing & Developing People
- Managing Financial Resources
- Marketing for Managers
- Managing Operational Improvement
- Managing Developing and Implementing Strategy
- Economics for Managers
- Business Research Methods
- Business Decision Making and Analysis

## Master of Business Administration (MBA)

The flagship qualification through the AIM Business School. The MBA prepares you for a business environment where innovation, sustainability, ethics and challenging financial conditions are a significant part of doing business. The MBA will challenge you, enrich you and provide you with the frameworks and skills to be an exceptional manager and leader.



Structure: 9 core units and 3 elective units

Time: Equivalent to 3 years part-time

Completion: Up to 7 years

**9 core units:**

- Leading, Managing & Developing People
- Managing Financial Resources
- Marketing for Managers
- Managing Operational Improvement
- Managing Developing and Implementing Strategy
- Economics for Managers
- Business Research Methods

- Business Decision Making and Analysis
- Corporate Strategy and Responsibility

**Plus**

3 elective units\*

- Human Resource Management
- Managing Project Based Organisation
- Contract Law for Managers
- Entrepreneurship
- Managing Consultancy Practice
- International Business
- Strategic Organisational Change
- Leading for Innovation and Sustainability
- Mindfulness and Transformational Leadership

\* Not all electives are offered each year.

## Mode of study

The Units of Study in the programs at ABS may be offered as either:

- A blended learning experience, which combines both face-to-face and online webinar classes

or

- A fully online experience with Interactive Engagement sessions

Students who wish to change the mode of study of a unit they are enrolled in should contact ABS Student Support.

## How to Enrol

Students can enrol into units by logging in to myABS, and clicking on the myCourse tab, followed by the “Add Unit” Button on the top right-hand side of the page.

This will show a list of units that are available for you to enrol in (depending on the program you are studying). Clicking on each specific unit will then drop down a list of schedules for that unit. Once you have chosen the date of study for that unit, you will then be prompted to select a method of payment (either Fee-Help, Invoice or Upfront Payment) in order to finalise your enrolment.

Contact Student Support if you need assistance with the enrolment process.

## Class Size

The ABS policy of class size generally provides for a maximum of 25 students enrolled in each unit whenever possible.

## Attendance Expectations and Requirements

Students are expected to attend all classes (face-to-face or online webinar sessions) of each unit in which they are enrolled. If for some genuine reason a student is unable to attend, they should inform the facilitator as soon as possible and arrange collection of any lecture notes, or assessment briefings. Webinar sessions (for students enrolled in the online mode of study) are recorded so students can access these as required and complete any related assignments.

# BEING AN ABS STUDENT

---

## Student Charter

AIM Business School is committed to the pursuit of excellence in all aspects of teaching and learning. Excellence in teaching and learning involves students as active participants in their educational experience. In addition to the ABS's role of awarding formal academic qualifications to students who successfully complete their studies, the ABS seeks to instil in all students independent scholarly learning, critical judgment, academic integrity and ethical sensitivity. These are in alignment with the Graduate Attributes outlined below.

This Student Charter sets out the expectations students can properly hold as they receive their education. It recognises that academic integrity, ethical and honest behaviour, and respect for academic and administrative staff as well as fellow students, underpins the values of the organisation.

## AIM Business School Responsibilities

Students can expect:

1. To be treated with courtesy and respect.
2. The ABS to address the reasonable needs of all students regardless of gender, ethnicity, age, disability, race, background or mode of study.
3. To enjoy a study environment free from harassment, bullying or discrimination of any kind.
4. To be provided with a harmonious work and study environment in which concerns and complaints are addressed as quickly as possible.
5. To have personal privacy respected. Students may expect that personally sensitive information will be requested only where necessary for ABS academic or administrative functions and that, once collected, it will be adequately protected against inappropriate or unauthorised access. The AIM Privacy Policy can be accessed here: <https://www.aim.com.au/privacy>
6. To have access upon request to personal records which ABS may hold about them, subject to the provisions of the Freedom of Information legislation and relevant ABS Information Management policies and procedures.

7. To be provided with accurate, timely and helpful information regarding their studies, enrolment and other administrative procedures that apply to them.
8. To receive an up to date unit profile as required.
9. That course and unit content will be up-to-date and informed by current scholarship in the discipline.
10. To have reasonable access to teaching staff for individual consultation outside class times, in person or by other means (e.g. email or online).
11. That evaluations of academic performance will reflect each student's true merit.
12. That feedback on assessment will be recognised as a valuable part of the educative process.
13. That their copyright in any essay, assignment or research they produce will be recognised and that students' moral rights in relation to original academic work will be acknowledged in, for example, scholarly publications, academic presentations or teaching materials.
14. That the facilities or equipment in use are safe and comply with the ABS's health and safety standards.

## **Student Responsibilities**

As an AIM Business School student you are expected to:

1. Treat other members of the ABS community with respect and courtesy.
2. Respect the opinions of others and deal with disagreement by rational debate.
3. Respect ABS property and the facilities.
4. Refrain from conduct which disrupts the teaching, learning or research activities of other students and staff, or which interferes with others performing their duties.
5. Avoid conduct which might reasonably be perceived as discrimination, harassment, bullying or intimidation.
6. Acquaint yourself with ABS policies and procedures relevant to their enrolment and studies and observe the statutes, policies and procedures of ABS.
7. Maintain steady progress in units undertaken.

8. Conduct yourself in a professional manner while undertaking placements or other forms of off-site learning experience, and respect the confidentiality of client or commercial information made available to you.
9. Incorporate feedback into your learning.
10. Maintain the highest standards of academic integrity in your work.
11. Refrain from academic misconduct and plagiarism in assessments.
12. Make use of the assessment criteria with which you are provided, and be aware of rules and policies relating to assessments, attend classes or meet distance communication requirements.
13. Adhere to the AIM Assessment Policy for assessment re-submission or extension.

Students concerned about the application or contravention of the principles outlined in this Student Charter (and the policies which underpin these principles) should be aware that grievance procedures exist to deal with inappropriate conduct, such as harassment or discrimination and breaches of personal privacy.

## Graduate Attributes

AIM Business School (ABS) has identified a set of global attributes that have been shown to positively impact graduate success in business and as a manager and leader.

The Graduate Attributes are:

### 1. Strives for intellectual rigour

- 1.1. Has a strong sense of intellectual integrity and the ethics of scholarship.
- 1.2. Reaches a high level of achievement in writing, generic research, problem solving and communication.
- 1.3. Is a critical and creative thinker.
- 1.4. Uses applied research findings to support decision making.

### 2. Understands the changing global context

- 2.1. Develops a sustainable vision of the future for their organisation within a global context.
- 2.2. Has the ability to analyse new scenarios in terms of strategic options.
- 2.3. Has the ability to plan organisational responses to opportunity through value creation, organisational design, strategy development and leadership.
- 2.4. Demonstrates social, environmental and civic responsibilities.

### 3. Manages for success

- 3.1. Can apply knowledge and insights in innovative ways to meet organisational challenges.
- 3.2. Can lead in developing strategic solutions to newly emerging internal (corporate) and marketplace (external) challenges.
- 3.3. Recognises the changing place and value of intellectual property and human capital in organisations.
- 3.4. Values and respects different cultures.

3.5. Applies the highest standards of business ethics.

#### **4. Demonstrates effective communication and interpersonal skills**

4.1. Communicates effectively and appropriately in a range of organisational contexts.

4.2. Communicates cross culturally with a diverse range of people.

4.3. Demonstrates strong writing skills that communicate effectively and appropriately.

4.4. Develops forms and systems of communication to contribute to organisational learning and knowledge management.

4.5. Builds relationships by working collaboratively and productively using highly developed communication and interpersonal skills.

4.6. Is a competent manager of self.

#### **5. Develops mastery of business and management disciplines**

5.1. Develops the knowledge and skills of an informed practitioner in the disciplines of business and management, integrating theories and practical applications.

5.2. Develops skills in the field of strategy development, skills characterised by flexibility and innovative thinking.

5.3. Uses business tools and models to manage people and other resources for continuous improvement.

#### **6. Strives to be a continuous adult learner**

6.1. Reflects on experiences and communicates learning.

6.2. Learns in a range of ways, including through information and communication technologies.

6.3. Translates own learning needs into purposeful actions.

6.4. Identifies the learning needs of others and supports the search for relevant learning activities.

6.5. Practices life-long learning through professional development.

## YOUR ONLINE LEARNING COMMUNITY

---

All ABS students are enrolled in a virtual learning community space called “myABS”.

This platform provides students with information about timetables, enrolment, progression, information management, communication with others and all aspects of academic delivery.



We recommend you bookmark the URL link to access myABS.

<https://my.aimbusinessschool.edu.au/PortalLogin>

Your username and password will have been sent to you in your “Welcome” email.

Please call or email our Student Support Team if you require any assistance.

### Unit Course Materials /e-books

AIM Business School is pleased to offer students the ease of access of electronic course materials (e-books).

All students will have access to all the required and recommended e-books via myABS. Students will simply click on the embedded link(s) within their unit courseware to gain direct access to the course materials or prescribed e-book via their ‘Bookshelf’. Students have both online and offline access to these course materials by downloading the Bookshelf app. The cost of the prescribed course material is included in the unit enrolment fee.

Please note that the reproduction, distribution or illegal copying of e-content is prohibited in accordance with Australian Copyright Law. Prescribed text books at ABS are distributed and managed by third-party providers. Students are sent instructions on how to access Bookshelf from our Student Support Team.

## FAQs

### **1. Do I need any special software or downloads to access my courses?**

Some of the resources are Adobe PDF documents. If you do not have Adobe Reader already installed on your computer, you can download it from the [Adobe Reader website](#).

### **2. Can I access my courses using a Mac?**

Yes, our courses are available for use on both PC and Mac computers.

### **3. Are there any restrictions on the Browser I can use?**

AIM courses are compatible with common browsers such as Internet Explorer (version 9 or later), Google Chrome (version 32 or later), and Firefox (version 27 or later).

It is recommended you use at least Windows 7 (with all updates) or above.

### **4. Can I use my smart phone to access my course?**

Yes, you can access the course material using a smart phone or tablet, however desktop is preferable as you may encounter some issues with navigating through the course materials on other devices. It is always recommended that you use the most up to date IOS on your devices.

### **5. Can I change my password and email address?**

Yes, you can change your password, email address and personal details anytime by logging into myABS.

### **6. I have forgotten my password. What can I do?**

Click on the small Key icon next to the log in box and a new password will be emailed to you.

## Online Etiquette

ABS recognises the value of interactive learning and teaching. The myABS online platform provides the opportunity to learn in your own time through collaboration and peer feedback. Please keep in mind the following points both when contributing to a discussion and when interacting online with others:

1. Respect others and their opinions.
2. Consider others' privacy.
3. Avoid inappropriate material.
4. Think before you submit, and remember to check grammar and spelling.
5. Do not type in all caps. Typing in caps is considered shouting or screaming online.

If you have any additional questions or concerns, you please contact the Student Support Team.

# SUPPORT FOR STUDENTS

---

## Academic Study Skills Unit

ABS Students have instant and free access to the *Academic Study Skills* unit for the entire duration of their program. This unit is particularly helpful for those who are returning to study after an extended absence or those who do not hold an undergraduate degree.

The unit contains useful study techniques and student success tips, provides information on the different assessment methods, tips on academic writing, and information on academic referencing.

[The Academic Study Skills unit is available on myABS.](#)

## 24/7 Online Study Support

ABS Students have access to three online services, throughout the duration of their program:

1. Academic Writing Support: Students can submit their writing draft to an expert, and receive feedback in less than 24 hours.
2. Online Messaging Support: Students can chat with academic tutors to ask specific questions about their study, or to have a discussion about an assignment. This service is available Sunday to Friday from 3pm to midnight, AEST.
3. Online Tutorial Support: Students can call or email online tutor and discuss academic queries. A phone call can be made 7 days a week between 5 pm and 12 midnight. The online tutor will receive the call during this time period. Students are advised to send emails to the online tutor for academic queries outside this time bracket.

These services can be accessed at [myABS](#).

## **Student Counselling**

ABS have a partnership with a Student Assistance Program called Access-EAP which provides students with a confidential and professional counselling service, 24 hr x 7 days a week.

Students who are feeling overwhelmed with their study load, facing procrastination and/ or finding it difficult to maintain a healthy work/life/study balance, may benefit from this service.

Students can access the Student Assistance Program through [myABS](#).

## **Academic Counselling**

AIM provides over-the-phone academic counselling to all current students. With the support of the Head of School or nominee, students can discuss study and career options, explore career planning, and access appropriate resources.

*Please contact the Student Support Team to set up an appointment if you are interested to know more about the service.*

## **Library Services**

AIM provides a breadth of resources to engage, entice and enhance the student learning experience. Our Library services provide access to a wealth of databases, journals and e-books all of which are accessible via [myABS](#).

## **LinkedIn Learning**

AIM Business School has partnered with LinkedIn Learning to provide students the benefit of a supplementary educational platform that encourages students to discover and develop business and technology related skills through expert-led videos. Our Unit Convenors have reviewed and curated videos that will support the Student learning journey and where applicable links to these resources are embedded within [myABS](#).

## **Unit Evaluation**

At ABS, feedback from our students is highly valued. At the end of each unit of study students will be invited to participate in an evaluation survey available through myABS. This survey is anonymous and students are requested to fill out the form thoughtfully and honestly.

## **POLICIES AND PROCEDURES**

---

Students are strongly advised to be aware of the ABS Policies and Procedures. All our Policies and Procedures are available on the AIM website.

[www.aim.com.au/student-information](http://www.aim.com.au/student-information)

### **Academic Integrity**

Academic Integrity is one of the core values of AIM Business School, and is central to all that occurs in learning, teaching, research and administration within the organisation. Please refer to the Academic Integrity policy available on the AIM website.

### **Plagiarism**

An expectation of post-graduate students is that they will correctly acknowledge the sources of all information, ideas and constructs that they use in their academic writing and presentations.

Plagiarism is the term used to describe the situation where a student has used the words of authors, corporate writers, journalists or other students without acknowledgement. It is the practice of passing off other people's work as one's own. It is a form of academic dishonesty and constitutes academic misconduct.

AIM Business School uses Turnitin, an online text-matching tool that scans the text of all assessment submissions to check for originality. For each submission, Turnitin produces an originality report which contains a similarity score. High similarity scores, indicate that there are sections of the submission where referencing has either been omitted, or not used correctly.

As a developmental tool, you can use Turnitin before submitting an assessment task to ensure that your similarity scores are below the level advised by your facilitator. ABS allows multiple draft submissions via Turnitin before the assessment due date. However, after the assessment due date has passed, whatever has been submitted will count as the final submission and will be assessed as is.

### **Turnitin privacy statement**

Turnitin stores all submissions on its servers. Turnitin archives all student papers for textual comparison only. Students retain the copyright of papers submitted to the Turnitin service. The Turnitin user agreement entitles Turnitin to use the works as part of the plagiarism prevention system under the principles of fair use.

For more information, please refer to the [Turnitin Privacy Policy](#)

## **Determining academic misconduct**

Submitted assessments which have a high similarity score using Turnitin will prompt the assessor to determine whether the student has engaged in academic misconduct. This will be done in consultation with the student concerned.

In instances where the high similarity score is the result of mis-comprehension on the part of the student, the student may be given a chance to resubmit the assessment on a Pass/Fail basis (i.e. the highest mark for that assessment will be a Pass) within a set timeframe as advised by the assessor/facilitator.

If a student is suspected to have deliberately acted with intention to deceive, an investigation will be initiated by the Program Manager of AIM Business School. The affected student will then have the assessment mark withheld until a decision has been reached. If a student is found to have engaged in academic misconduct they will receive an instant final grade of Fail in the unit, with the academic penalties applicable (i.e. a Fail will be recorded on the transcript that unit, and fees will not be refundable). If the unit is a core unit required for progression, the student will need to re-enrol at a later date. Multiple offences will result in termination of enrolment with AIM Business School.

## **Avoiding plagiarism**

Plagiarism is best avoided by:

- Careful planning and allowing adequate time for any writing tasks
- Carefully noting sources of information during the research phase of your writing task and correctly identifying authorship details
- Stringently ensuring that the author of each idea, concept or piece of information used in the framework and argument of your written document is correctly cited in text and in your References List.
- Being familiar with the AIM system of academic referencing.

Please refer to the *Academic Study Skills* unit for further information about referencing.

## Copyright

Students must be mindful of copyright laws when copying material for personal use. The following copyright guidelines should be adhered to when copies are being made:

- Books – Please note that under Australian Copyright law students may copy 10 per cent, or one chapter of a book, whichever is greater. It is the student's responsibility to ensure that this is adhered to. Please note that all e-books will nominate the number of text pages that can be printed in one sitting.
- Periodicals – students may copy one article in each issue of a periodical, or two or more articles in an issue of a periodical, provided the articles relate to the same subject matter.

## Privacy and Confidentiality

When you post comments in the Forum sections of myABS they are in public view to other students also enrolled in the course. Please ensure that you abide by both your organisation's and ABS's privacy and/or confidentiality policies prior to posting any comments.

# ASSESSMENT AND GRADING

---

AIM has a philosophical commitment to designing assessment tasks that draw upon students' workplace experiences. In addition to developing new academic skills, students are challenged to explore new ideas, examine existing attitudes, and through reflective practice investigate new ways of managing and leading. Similarly, students learn the social and interpersonal skills that will enable them to explore future career options.

An assessment grade is a measure of the extent to which unit outcomes and learning objectives have been achieved. The standard of achievement that is required for the award of a particular grade, is a judgment based on the professional expertise of faculty, who contribute to the creation, monitoring and evaluation of assessment tasks. Faculty are further informed by experience with accepted standards, including standards of assessment at the same level in the higher-education sector.

**In order to be considered for a grade in a Unit, students are required to complete and submit all assessment tasks relating to a Unit.**

Unit assessments must be prepared and submitted in accordance with the details provided in the Unit Guide (available on myABS).

## Assessment Tasks

There are generally three assessment tasks (2 summative and 1 formative) in each unit of study. Details for these tasks can be found within the Unit Guide.

### Assessment Task Format

Assessment format will be indicated in the Unit Guide provided to students at the commencement of each study period. More information about each of these forms of assessments tasks can be found in our Assessment Policy documentation and in the Academic Study Skills unit, available on myABS.

Assessment format may include:

- Action oriented projects
- Briefs
- Case studies
- Class participation
- Critical analysis
- Online forums: blogs and discussion posts
- Oral presentations
- Portfolios
- Reflective journals
- Written assignments – e.g. essay, proposal, report
- Short answer question
- Multiple choice question

## **Assessment Marking Criteria/ Rubric**

A copy of the marking criteria for each assessment task can be found in the Unit Guide. A completed marking sheet will accompany each graded assessment, and will confirm the marks received for each criterion as appropriate.

## **Previewing of Student Work**

AIM supports the preliminary viewing of assessment tasks by facilitators or academic tutors or nominee as an element of student support and learning. This service is offered to all students to ensure they have effectively understood the form, nature, complexity, and level required of a postgraduate assessment task.

A preliminary viewing may amount to, and is only permitted in the following circumstances:

- Where the previewing is made known and is offered to all students.
- Where the feedback offered does not amount to editing or re-drafting.
- Where the work to be previewed is submitted no later than one week before the assessment task is due.
- Where the feedback offered provides general assistance to the student on the approach they have taken.
- Where no specific advice is offered that could advantage an individual student.
- Where the feedback offered does not impinge on the facilitator's ability to objectively mark the assessment task when it is submitted in its final form.

Facilitators may specify the form in which the material to be previewed should be presented, for example an outline of the assessment task. Should the facilitator believe that the student requires further support in the area of assessment construction, spelling or grammar, that opinion should be communicated to the student, along with the sources of general assistance.

## Submitting your Assessment

All students are expected to submit their assessment by the due date and time specified on myABS and in the Unit Guide.

The assessment tasks use Turnitin, an electronic text-matching system that compares the text in a student's assignment against a database of sources. Students can use this program as a training tool as well as a plagiarism-prevention tool by submitting their assessment as many times as possible before the due date, to avail a Turnitin similarity check. The last submission attempt before the due date will be considered the final submitted version for that assessment task.

All assessment tasks **MUST** be submitted in **Microsoft Office Format**. Other formats (e.g. PDR or MAC) may not be readable by markers. Any assignment submitted in other formats will be considered LATE and will lose marks until it is presented Microsoft Office Format.

No hardcopy submission will be accepted.

Students are required to retain a copy of their work in case the submitted assessment is misplaced or cannot be retrieved electronically.

## Extension of Assessment

Students can apply for assessment extension under extenuating and unanticipated circumstances.

Extenuating circumstances are circumstances outside of the student's control that have had an adverse effect on the student's work or ability to work.

This may include (not conclusive):

- Illness
- Psychological disorder
- Compassionate reasons such as a death in the family
- Unexpected changes in the work situation

More information on assessment extension can be found in our Assessment Policy and Process document.

## Late Submission Penalty

An assessment item submitted up to ten (10) working days after the assessment due date specified in myABS, will receive a penalty of ten percent (10%) of the total available marks deducted per full or part calendar day unless one of the conditions listed below apply:

- i) An Assessment Extension Application is approved by the Head of School or Nominee.
- ii) There is documentary supporting evidence of extenuating circumstances, including medical reasons.

An assessment item will not be accepted without an approved extension or without approved extenuating circumstances more than ten (10) working days after the assessment due date. In such an instance, the assessment will be awarded zero marks.

## Turn Around Time

After the submission of the assessment task in myABS, the facilitator will mark the assessment, and return it within one to **two weeks**. Should special circumstances preclude a facilitator from marking an assessment task within the two week time frame, this will be communicated to students, along with an estimated time for the return of the marked assessment task.

Assessments will not be held for marking awaiting the receipt of late submissions from students, unless there are exceptional circumstances for doing so. These exceptional circumstances should be communicated to students along with a timeframe for the return of the marked assessment tasks.

## Notification of Results

Results for individual assessment tasks will be posted on the student's myABS grades area.

The final result for the unit will be available in myABS for student view.

## Grading System

For each unit of study, students will be provided with an evaluation of their overall performance, in keeping with the following grading system:

Grade	Description	Percentage	Remark
HD	High Distinction	85 – 100%	Exceptional. Showing outstanding originality and insight above and beyond the scope of the criteria.
D	Distinction	75 – 84%	Excellent. Showing full understanding and demonstrating originality and creativity.
C	Credit	65 – 74%	A creditable piece of work, over and above normal expectations. Good performance overall. Substantially exceeds minimum criteria. Shows significant understanding and insight.
P	Pass	50 – 64%	Meets the minimum criteria with some additional insights.
F	Fail	49% or less	Does not meet the minimum criteria of the assignment.
AF	Absent Fail	49% or less	Student has not submitted one or more assessment task/s, and has not formally withdrawn from the unit of study, and the total mark is below 50%
W	Withdraw	NA	Student has formally withdrawn from the unit of study before the census date.
WF	Withdraw Fail	NA	Student has formally withdrawn from the unit of study after the census date. WF is equivalent to a Fail (F) grade and will be recorded in student's academic transcript.
I	Incomplete	NA	Student has formally applied for an assessment extension and has an approved revised date of submission. In case of non-submission of the assessment or further approved extension, the Incomplete (I) grade would be changed to a Fail (F) grade after 1 week of the extended submission due date.
AS	Advanced Standing	NA	Course credit has been granted based on past learning experience

## Calculating Grade Point Average

The grade point average (GPA) is a calculation that summarises academic performance during a single study period. AIM Business School follows a standard four (4) point grading system.

Grade	Grade Point
High Distinction	7
Distinction	6
Credit	5
Pass	4
Fail	0

Grades for **all** enrolled units within a program will be included in the GPA calculation, including fail results, except where the grade type is ungraded. GPA is calculated on finalised units only, therefore students who have unresolved or withheld grades will not have a GPA reflected on their academic record. Units where you have exemptions or any form of credit recognition of prior learning are not included in the calculation.

The GPA is calculated using the following formula:

$$\mathbf{GPA} = [(\text{Unit1 GP}) + (\text{Unit2 GP}) + \dots (\text{UnitN GP}) / (\text{Total Number of Units enrolled})$$

Where: **Unit GP** = the subject's grade point value.

## Resubmission of Assessment Tasks

If students are graded between 45-49%, subject to the approval of the Head of School or Nominee, they may resubmit the assessment task within one week of the grade release.

The highest possible achievable grade after resubmission will be a Pass (50%).

## Request for Review of Grade

If a student is unsatisfied with their assessment grade, they should first discuss the matter with the unit facilitator. If they are still dissatisfied with their grade after the discussion, they may wish to apply in writing to the Head of School within twenty (20) working days of the grade release.

Students may then request a re-mark of assessments by an independent Assessor. Re-marking is a process where the assessment, without any further work by the student, is marked by a second marker.

Only a single re-mark will be permitted, and the result of the re-mark will be recorded as the final mark for that assessment task, irrespective of its position relative to the original mark.

## Academic Appeal Process

Students who remain dissatisfied with their grade, and wish to appeal, should refer to the Grievance and Appeals policy listed on the AIM website ([www.aim.com.au/student-information](http://www.aim.com.au/student-information)).

## Unit Repeat Policy

Students are given a maximum of three attempts to pass any given unit.

Should a student not achieve a passing grade after three attempts, the student will be deemed to have failed that unit.

# CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING

---

Students who can provide evidence that they meet the learning outcomes of units offered by ABS, may be provided with recognition of learning (RPL) up to 50% of the appropriate qualification.

Students can obtain RPL in two different ways:

- **Credit Transfer** or Formal Learning – Students can receive a Credit for a postgraduate unit that was previously completed at ABS or a unit of equivalence that was completed at another recognised education provider. Certified evidence is required.
- **Recognition of Prior Work Experience or informal Learning** – Students can receive course credit for one or more units based on relevant work experiences. Review of prior work experiences is a process that involves assessment of an individual's relevant prior working experience (including informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

To apply for RPL, students must complete the RPL form which can be found in myABS, under Student Administration.

## **Applicable fees**

Successful Recognition of work experience applications have an administration fee of \$200 (two hundred dollars) per unit.

The Credit Transfer process does not incur any fee.

# UNIT WITHDRAWALS

---

## Census date

The census date is the last date within a study period on which a student can withdraw from a unit of study without incurring financial liability and academic penalty.

The census date is calculated at no less than 20% of the study period. For example, if the program is delivered over an 11-weeks study period, then the census date is no earlier than the 16<sup>th</sup> day. Or if the program is delivered over a 7-weeks study period then the census date is no earlier than the 10<sup>th</sup> day.

## Withdrawal Terms and Conditions

1. Students who wish to withdraw from a unit they are enrolled in must fill in a withdrawal form and send this to Student Support at [absstudentsupport@aim.com.au](mailto:absstudentsupport@aim.com.au). The withdrawal form can be found in myABS, on the Home Page, under Student Administration.
2. Students who submit their withdrawal form on or by the census date will receive a full refund or credit towards their next units of study. The withdrawn unit will not appear on the academic transcript.
3. A FEE-HELP student who withdraws on or before the census date will not incur a FEE-HELP liability.
4. Withdrawals made after the census date will incur a financial/ FEE-HELP liability, unless the student has applied for exceptional circumstances and this has been approved by the Head of School or nominee.
5. Students applying for extenuating circumstances (after the census date) must still fill in a withdrawal form, and send this through to [absstudentsupport@aim.com.au](mailto:absstudentsupport@aim.com.au), **along with supporting documentation.**
  - **For Medical Circumstances:** Please provide documentation from a medical health professional.
  - **For Employment Circumstances:** Please provide documentation from your workplace supervisor.

- **For Personal Circumstances:** Please include as much detail as possible within the form, and attach any relevant documents.
6. All unit withdrawals after the Census date will be considered Withdrawal Fail (WF), unless exceptional circumstances are notified and accepted by the Head of School or Nominee. WF is equivalent to a Fail (F) grade and will be recorded in student's academic transcript.

Students who withdraw from a unit are expected to keep the textbook that is sent to them, so that this can be used once they re-enrol in the same unit in the future. Should the student require the textbook to be re-sent, the student will be charged the full textbook fee.

## PROGRAM DEFERRAL

---

Students may seek to defer their program of study for a period of 6 to 12 months.

To do this, a Deferral Form must be completed and submitted to Student Support. This form can be found on myABS, under Student Administration.

If the student seeking a program deferral is enrolled in one or more unit of study that commences within the deferral period, the student will also be required to fill out a withdrawal form for these units, as per the Unit withdrawal policy.

If the application for deferral is received by or on the Census date, there will be no academic penalty, and if the student was enrolled in a unit at the time, the unit fees will be held in credit for up to one year. If the unit fees escalate during the deferral period, the fees applied will remain at the original remitted amount.

A student who seeks to defer their program after the census date, will forfeit the unit fee (if enrolled in any unit at the time), and will have a Withdraw Fail (WF) status recorded on their academic record, unless there is sufficient documentary evidence to support exceptional circumstances.

Students who are absent from study for more than 12 months will be required to re-apply for admission, if they wish to resume study.

A provisional enrolment will remain valid for 12 months. If there is no activity the unit will be cancelled and reenrolment will be necessary.

# FINANCIAL REQUIREMENTS

---

## Payment of Fees (Including FEE HELP)

The AIM Business School courses are structured on a term basis. Students will receive a letter of advice and an invoice upon enrolment and prior to the commencement of each unit.

Payment for AIM Business School Courses must be paid to The Australian Institute of Management Education and Training prior to the commencement of each unit.

AIM Business School is an approved FEE-HELP provider. To find out more about FEE-HELP you can visit our website at <http://aim.com.au/training/fee-help-and-vet-fee-help> or contact our Training Advisors on 1300 658 337.

If any fees are not paid and AIM deems it necessary to engage a debt collection agency to collect the outstanding amount, all costs associated with debt recovery will be added onto the outstanding debt.

If a unit is cancelled by AIM, a full refund will apply.

## Partner's Students

Where a student has enrolled with an approved education partner delivering courses on behalf of AIM Business School, the student agrees to the payment, fees, terms and refund conditions as published by the partner at the time of enrolment. Fees must be paid prior to the commencement of study.

# AIM BUSINESS SCHOOL - CODE OF PRACTICE

---

## 1. Introduction

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of higher education services provided by AIM.

## 2. Provision of Higher Education

AIM Business School:

- 2.1 Has policies and procedures which maintain high professional standards in the delivery of higher education services, and which safeguard the interests and welfare of students;
- 2.2 Maintains a learning environment that is conducive to the success of students;
- 2.3 Has the capacity to deliver and assess the qualifications for which it has been registered, provides adequate facilities, and uses methods and materials appropriate to the learning and assessment needs of students;
- 2.4 Monitors and assesses the performance and progress of its students;
- 2.5 Ensures that facilitators are suitably qualified with credentials from recognised institutions that have demonstrated their bona-fide as qualifications issuing bodies;
- 2.6 Ensures that facilitators are sensitive to the cultural and learning needs of students, and it provides professional development for all staff as required;
- 2.7 Ensures that assessments are conducted in a manner which meets the specifications of accredited courses;
- 2.8 Is committed to access and equity principles and processes in the delivery of its services.

### **3. Issuance of Qualifications**

AIM Business School:

- 3.1 Issues qualifications and Academic Transcripts to students who meet the required outcomes of a qualification or course/unit, in accordance with the AQF Implementation Handbook;

### **4. Marketing of Education and Training Services**

AIM Business School and its approved partners:

- 4.1 Markets and advertises its products and services in an ethical manner;
- 4.2 Gains written permission from a student or client before using information about that individual or organisation in any marketing materials;
- 4.3 Accurately represents our recognised courses and services to prospective students;
- 4.4 Ensures students are provided with full details of conditions in any contractual arrangements with the organisation;
- 4.5 Draws no false or misleading comparisons with any other education and training organisation or qualification.

### **5. Provision of Information**

AIM Business School:

- 5.1 Prior to enrolment, supplies accurate, relevant and up-to-date information to prospective students covering, but not limited to:
  - A copy of the Code of Practice;
  - Student selection including status and credit transfer or credit arrangements, language, literacy and numeracy assessment;
  - Course information, including content and outcomes;
  - Fees and charges, including refund policy and exemptions (where applicable);

- Learning and assessment procedures;
- Welfare and guidance services;
- Appeals and complaints procedures;
- Disciplinary procedures.

5.2 Regularly reviews all information provided to ensure its accuracy and relevance.

---

**On behalf of AIM Business School:**

*Congratulations on taking the first steps to achieving a qualification that will ensure your future career is successful. We are excited and proud to be a part of your learning journey.*

*We wish you all the very best.*

*Warm regards,*

*Dr Ehsan Ahmed*

Head of AIM Business School

Ehsan.Ahmed@aim.com.au