



AIM SMART AND SKILLED STUDENT GUIDE

Australian
Institute of
Management

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Introduction

This Guide is designed to assist you in completing your studies in a government funded training program with the Australian Institute of Management Education and Training.

About AIM

The Australian Institute of Management Education and Training Pty Ltd (AIM) is a Training Organisation (RTO code 0049, trading name AIM VET) registered by the national Vocational Educational and Training (VET) regulator, the Australian Skills Quality Authority (ASQA) to deliver nationally accredited vocational qualifications and units of competency that are recognised across Australia.

AIM VET RTO is an approved provider under the NSW Government's Smart and Skilled program. (Legal Org ID: 47948)

How to use this guide

AIM has a range of information to support students in making decisions about studying. This guide supplements AIM policies and procedures, Student Handbook, Course Guides and Terms and Conditions, in addition to the support that AIM provides through its Course Advisors, student support and academic teams.

This Guide provides additional information related to studying in a government subsidised course. We recommend that you refer to the Student Handbook and this Guide when seeking information about training with us.

It is essential that you read and understand this Guide and if you have any questions, please contact us by phone 1300 658 337 or via enquiry@aim.com.au before you complete and sign the Application Form. Each student is responsible for knowing and complying with the information relevant to their enrolment and rules of AIM.

AIM Quality Assurance

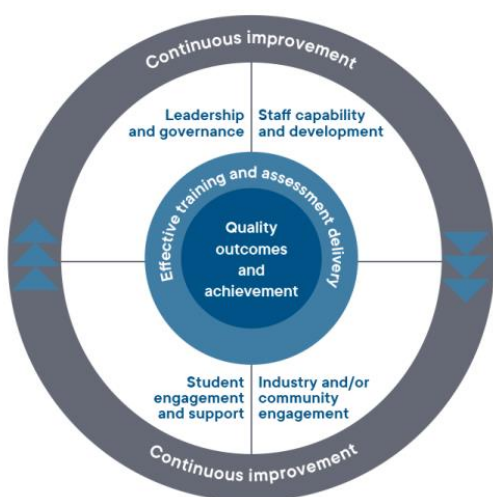
AIM has a Quality Assurance Framework that underpins quality training and assessment and exceptional learning experiences for its students in addition to supporting compliance requirements. The AIM Quality Assurance Framework is aligned to the Australian VET Quality Framework comprising:

- [Standards for Registered Training Organisations 2015](#)
- [Fit and Proper Person Requirements 2011](#)
- [Financial Viability Risk Assessment Requirements 2021](#)
- [Data Provision Requirements 2020](#)
- [Australian Qualifications Framework](#)

AIM is regulated by the Australian Skills Quality Authority (ASQA) for the VET sector and its Quality Assurance Framework aligns to ASQA's self-assurance approach for registered training organisations. (Refer Figure 1)

AIM also ensures it complies with the NSW Quality Framework developed by the NSW government to support quality training and assessment as part of its Smart and Skilled program for subsidised training in NSW.

The AIM Quality Assurance Framework refers to an integrated system that assures students are provided with quality education, training, and assessment to meet their needs, and to provide a pathway to improved employment outcomes and further study. The Framework is also the AIM system that supports employers having skilled workers, and community groups and other stakeholders having their needs met.



The AIM Framework is a student and outcomes-focused assurance framework that encourages innovation while ensuring the quality of what we do and guidance on how we do things, and why we do things in certain ways.

Figure 1: ASQA self-assurance elements

Application and Enrolment

Pre-enrolment Information

There are a few things you'll need to do before you can start your application in a subsidised vocational qualification with AIM.

We recommend you:

- Review the Course Guide and information on the AIM website to confirm the course meets your study/career goals, and you meet the entry requirements.
- Discuss your career/study goals and how the proposed course meets your needs with our Course Advisors on 1300 658 337.
- Seek additional advice from Course Advisors where and if required.
- Check your course fees and payment options.
- Check your eligibility for subsidised training.

Application Process

The application process will consist of two main parts:

1. Confirmation of your suitability for online learning at AIM and eligibility for a Smart and Skilled subsidised course.
2. Completion of pre-enrolment forms for training under a Smart and Skilled program followed by completion of the AIM application process.

Student Suitability- AIM

If you are applying for a vocational education and training qualification, you will undergo a pre-enrolment review as part of the admissions process. This review is to determine that you have sufficient skills and capability to successfully undertake and complete the course.

The pre-enrolment review will include your educational level, work experience and your language, literacy, numeracy, and digital skills. It will also include checking that you have the technology to undertake the course, and the learning style suited to self-paced online learning. Please note that the minimum age for students enrolling in vocational courses at AIM is 18 years at the time of enrolment.

To succeed in your study, you need to comply with all the entry requirements for the qualification you wish to enrol into and meet the eligibility requirements for the subsidised program you wish to access.

For more information, refer to [AIM How to Apply](#).

Prior to enrolment you will be provided with the information listed below. More information is also included in this Guide, the Student Handbook and AIM policies and procedures at <https://www.aim.com.au/information-and-policies/vet>.

- Course information
- Fees and Refunds
- Recognition of Prior Learning and Credit Transfer
- Consumer Protection
- Withdrawal, Deferral, Extension and Transfers
- Your Rights and Responsibilities
- Support Services and Contacts

Eligibility- Smart and Skilled

We will confirm your eligibility for the program, but we recommend you check your eligibility on the [Smart and Skilled Eligibility checker](#).

This will also give you an indication of the student fee that you will have to pay to enrol in your chosen course. (Refer to the Fees and Refund section below for more information on Student Fees, Concessions and Exemptions).

To be eligible for a Smart and Skilled place at AIM, you must meet the following criteria

Type of training	Eligibility criteria
For all Smart and Skilled Courses	<ul style="list-style-type: none"> • Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, <u>and</u> • aged 18 years* older, <u>and</u> • left school, <u>and</u> • live or work in New South Wales (or a defined NSW border), <u>or</u> • Registered as a NSW Trainee

NB. *Please note that AIM's enrolment policy is to enrol students who are *18 years and over* at the time of enrolment. The Smart and Skilled program sets 15 and older as the age requirement.

Proof of Eligibility

You will be asked to provide proof of eligibility and sign statements confirming the accuracy of your information. The table below outlines the type of evidence that is acceptable. We will take you through a *Proof of Eligibility Checklist* on enrolment.

Eligibility Requirement	Evidence Required
Proof of Identity	USI – validity checked with Office of USI Registrar
Australian (or New Zealand) Citizenship	Participant declaration and signature (The following can be requested to verify residency status: Australian/NZ Birth Certificate or Passport, or Naturalisation Certificate)
Permanent resident or Humanitarian Visa holder	One of the following must be sighted: <ul style="list-style-type: none"> • Certificate of Evidence of Residency Status (CERS) • Passport • Humanitarian Visa
Date of birth	Valid USI check and participant signature
Place of residency or employment NSW	Participant declaration and signature

Eligibility Requirement	Evidence Required
If registered as a NSW trainee	Training contract identifier (TCID) – Department System check against Training Contract details stored in State Training Service database
Previous Qualification /Completion of Year 10 or equivalent	Copy of educational qualification
Postcode for ATSI on borders	Participant declaration and signature

Students will also sign confirming they have received Consumer Protection Information. This will be included in the Declaration made by students when completing the Proof of Eligibility Checklist on enrolment.

Pre-Enrolment Forms and Notification of Enrolment

Smart and Skilled students are required to complete the following forms as part of the application process:

- *Notification of Enrolment*
- *Student Consent* to use and disclose a student’s personal information to the NSW Department of Education and other government Agencies
- *Student Declaration* that they have been provided with the Fee information relevant to their enrolment and all appropriate student information.

On completion of this process, a copy of the Notification of Enrolment Report will be generated and kept on your file, and you will also be given a copy. A Student Commitment ID will also be issued.

If you have any questions with regard to the Notification of Enrolment Process, please do not hesitate to contact us on 1300 658 337

Enrolment at AIM

Once all pre-enrolment details and eligibility have been confirmed, students can proceed through the AIM application process. Refer to [How to Apply](#) for more information. This includes information related to fees and AIM policies related to refunds for withdrawal or deferral, and the policy relating to fees paid in advance.

Unique Student Identifier

The Unique Student Identifier (USI) is a reference number that is required if you are a new or continuing student undertaking accredited vocational study at AIM. This reference number is free and easy to create and stays with you for life. You need a USI if you are undertaking Nationally Recognised Training. Without one, you will not be able to receive your qualification.

How do I create or check if I have a USI?

- If you have studied any Nationally Recognised Training in the last five years, it is likely you already have a USI. [You can check and confirm here.](#)
- To [create a USI go here.](#) You will need to have a valid form of identification.

- It is important that you only have one USI to ensure that you receive your correct entitlements. Please keep your USI safe, AIM cannot access it for you if you forget it.
- If you are a new AIM vocational student, you will be asked to provide your USI as part of the AIM enrolment process.

More information is available at <https://www.usi.gov.au/>

Your Unique Student Identifier (USI) contains personal information, contact details, and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you choose to have access to your records.

Your Personal information

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled.

Access to Records: Smart and Skilled

You will be required to set access controls to allow the NSW Department of Education and AIM to the appropriate levels of access to your USI records

For further information please refer to the [USI Student Help Line](#).

Participation and Training Plan

Prior to commencing your training, you will be given a Training Plan that outlines details of your course duration, unit start and end dates and assessment due dates. You must review the plan to confirm it meets your needs and that of your employer, where applicable, and sign it, along with your employer within 12 weeks of commencement of a full qualification, and a reasonable time after commencement for part qualifications. This plan will be reviewed from time to time to ensure it meets requirements and that you are progressing.

Fee and Refunds

Fees

When you enrol in a Smart and Skilled program, you may have to pay part of the cost of training, which is known as the Student Fee while the NSW Government subsidises the remainder of the fee. The fees (total and the amount you have to pay) are set by the government and cannot be changed. We will confirm your Fee when we complete the enrolment process.

Other information you should know about our Fees processes:

- On enrolment, we will give you information on how and when you must pay all fees.
- On acceptance of your application, you must pay the student fees within the 5-business day provisional enrolment period.
- In some circumstances (i.e., under certain Awards) your employer will pay the fee for Apprenticeships and Traineeships – we will let you know if this will be the case.
- You will be entitled to two attempts to complete a unit of competency without additional cost.
- If you are awarded Credit Transfer before the enrolment process is completed, your student fee will be adjusted to reflect the number of units awarded recognition.

Concessions /Fee-free Training

Depending on your circumstances, you may be eligible for fee concessions or fee-free training. Students will need to supply evidence of their circumstances. Refer to the [NSW Skills Checker](#) to see what fee or concession applies to you.

Disadvantaged students (e.g., disability, Commonwealth benefit recipients) may be eligible for fee free training. [Refer to Fee free training for disadvantaged students](#) for more information.

Refer to Smart and Skilled information on [How much will your course cost.](#)

Refunds

We will refund fees in certain circumstances as listed in the table below. [Refer to AIM Refund policy /procedure](#) for more information. To apply for a refund, you should email a request to studentsupport@aim.com.au

REFUNDS	
Circumstance	Refund Policy
Withdrawing from a training program within the 5-business day provisional enrolment period	If a student withdraws within the five (5) business day provisional period, they are eligible for a full refund of fees.
If the student withdraws after the five (5) business day provisional period	If a student withdraws after the five (5) business day provisional enrolment period and is eligible for a refund under Special Consideration, they may still be charged an administration fee of \$500. Administration fees and other non-tuition fees as specified by AIM are non-refundable at all times. A refund will be on a pro rata basis.

REFUNDS	
Circumstance	Refund Policy
Provider Fee Refund Guarantee	
If for any reason, we cannot complete delivery of the training	You will be entitled to a refund of fees proportional to the amount of training not delivered

Recognition

Recognition may reduce your student fee for a Smart and Skilled course. You can gain recognition through Recognition of Prior Learning (RPL) or Credit Transfer.

Recognition of Prior Learning

AIM has a formal assessment process in place to assess your prior learning in order to grant you RPL. You may have gained these skills and knowledge through:

- work experience
- voluntary work
- school experience
- life experience or
- sporting achievements.

Credit Transfer

AIM will recognise Statements of Attainment issued by other RTOs and will grant credit towards the Smart and Skilled qualifications for current and equivalent units of competency. We verify your certification with the issuing RTO prior to approving Credit Transfer. To enquire about your eligibility for Credit Transfer, please talk to our team during the application process.

Fees

Under the Smart and Skilled Program, your student Fees will be adjusted if you are granted Credit Transfer for any units in the Training Program. If you apply for, and are granted, CT before enrolment this will be entered into the Fee Calculator and the fee you are charged will be reduced.

For more information on RPL, refer to the [AIM Assessment Policy](#)

For more information on Credit Transfer, refer to the [AIM Credit Transfer policy](#).

Contact studentsupport@aim.com.au for more information.

Smart and Skilled and Consumer Protection

AIM is aware of its obligations to provide consumer protection for all students as designated in the Competition and Consumer Act 2010, the NSW Fair Trading Act 1987, the NSW Quality Framework and the Smart and Skilled Consumer Protection Policy. To ensure our customers are fully protected and are aware of their rights and of avenues of complaint, we have a Customer Protection Strategy as outlined below:

- Consumer Rights
- Marketing
- Third party Arrangements
- Pre-paid Student Fees
- Privacy of Student information
- Records Retention
- Customer Protection
- Complaints and Appeals

Consumer Rights

AIM guarantees that its services will be:

- provided with due care and skill.
- fit for any specified purpose (express or implied); and
- provided within a reasonable time (when no timeframe is set).

Important dates and location information will be provided to you including course start and end dates, workshop information, course duration and recommended assessment submission dates.

We guarantee to supply training and assessment services within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as your ability to complete the training and assessment, in line with the relevant Training and Assessment Strategy. Where there are any changes to the agreed training and assessment services that will affect you, AIM will advise you as soon as practicable.

All students have the right to act under Australia's consumer protection laws.

Marketing

AIM as a RTO and an approved Smart and Skilled provider with the NSW Department of Education has obligations regarding marketing collateral and promotional activities under the National Vocational Education and Training Regulator Act 2011 (NVR), the VET Quality Framework, Standards for RTOS 2015, Australian Consumer Law, and the NSW Department of Education, Smart and Skilled Consumer Protection strategy.

AIM is committed to ethical marketing practices and will not undertake marketing that is misleading, deceptive or of unconscionable conduct and will take extra care when marketing to vulnerable consumers. AIM does not offer inducements of any kind, either directly or through marketing agents, to encourage student enrolment.

For more information refer to the AIM [Website Privacy and Collection Statement](#)

Third-Party Arrangements

If AIM has Third Party arrangements or sub-contracting arrangements relating to your course, we will provide details of the third party to you.

Pre-paid Student Fees

AIM has measures in place to ensure students who have prepaid fees are protected in the event AIM is unable to continue to offer a course or ceases to operate as an RTO.

In the unlikely event this occurs, AIM will:

- Support students to continue their course at another RTO where possible
- Support students to transfer to another vocational course at AIM
- Refund any unused portion of a prepaid course a student has enrolled in or already commenced
- Issue Statements of Attainment for completed unit(s)
- Return any student work where a grade has not been finalised.

Privacy of Student Information

AIM is bound by Commonwealth law to handle Personal Information in accordance with Australian National Privacy Principles (APPs). These principles are designed to ensure that any personal information you provide is used and disclosed only for the primary purpose for which it was collected, unless otherwise authorised by you or the law. Your personal information is stored and retained securely, not kept longer than necessary, and disposed of appropriately. We will not disclose your personal or training information to any person or organisation; for example, to your parents, partner, or employer, unless we have your permission.

You have the right to access information that relates to you.

In some cases, we are required by law to make student information available to Australian Government agencies such as the National Centre for Vocational Education and Research (NCVER), Training Services NSW or the Australian Skills Quality Authority (ASQA).

For further information, please refer to the AIM [Privacy of Student Information and Records](#)

Records Retention

AIM collects your personal information for legitimate education activities and over the course of your education with us creates and maintains records related to enrolment, progress, communications, and certification.

AIM ensures that its record keeping procedures comply with the quality standards set for Registered Training Organisations. The NSW Department of Education also requires us to retain all training records for three years. All client and student records are confidential. Clients and students will have access to their records at any stage by emailing student support at studentsupport@aim.com.au

More information on how AIM stores and protects your records, including information on how to access your records can be found here: www.aim.com.au/information-and-policies/students

Customer Protection Officer

The *Student Support Manager* is the AIM designated Customer Protection Officer. The role of the designated Customer Protection Officer will be to handle all complaints and grievances and to ensure compliance with Consumer Protection legislation. The contact details of the Customer Protection Officer is available to all clients on the website and in pre-enrolment information.

For more information, refer to [Smart and Skilled Consumer Protection](#)

Complaints and Appeals

AIM as a nationally registered training organisation seeks to provide a positive and productive experience to support individuals and organisations in achieving their goals. AIM recognises that a customer concern about AIM may provide an opportunity for AIM to improve its services or products.

AIM has processes in place for students with an issue or concern, or who wish to lodge a complaint regarding our services or operations and its [Complaints and Appeals Policy](#) outlines how AIM manages complaints and appeals in a fair, efficient and effective manner. If a concern cannot be resolved informally, you have the right to commence a formal complaints process. If you are not satisfied with the outcomes of the internal complaints process, you can appeal and commence an external review process.

For more information about Customer Protection, you can go to <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

If you have a complaint or enquiry about any service to do with Smart and Skilled you can email enquiries@smartandskilled.nsw.gov.au or telephone 1300 772 104.

Smart and Skilled: Student Rights and Responsibilities

Our Code of Conduct

AIM follows a Code of Conduct which outlines how you can expect AIM staff to behave. Similarly, we have expectations for student behaviour. The *Student Code of Conduct* can be obtained at the following link www.aim.com.au/information-and-policies/students

Student Rights

Students can expect:

- To be treated with courtesy and respect.
- AIM to address where possible the reasonable needs of all students regardless of gender, ethnicity, age, disability, race, background or mode of study.
- To enjoy a study environment free from harassment, bullying or discrimination.
- To be provided with a harmonious study environment in which concerns, and complaints are addressed as quickly as possible.
- To have personal privacy respected. Students may expect that personal sensitive information will be requested only where necessary for AIM academic or administrative purposes and that, once collected, it will be adequately protected against inappropriate or unauthorised access.
- To be provided with accurate, timely and helpful information regarding their studies, enrolment and other administrative procedures that apply to them.
- That program and course content will be up-to-date and informed by current research and industry standards.
- To have reasonable access to AIM staff for individual consultation, in person or by other means (such as by telephone or electronic mail).

Student Responsibilities

AIM students will be expected to:

- Treat other members of the AIM community with respect and courtesy.
- Respect the opinions of others and deal with disagreement by rational debate
- Respect AIM's property and facilities.
- Avoid conduct which disrupts the teaching and learning activities of other students and staff, or which interferes with others performing their duties.
- Avoid conduct which might reasonably be perceived as discrimination, harassment, bullying or intimidating.
- Acquaint themselves with and follow AIM's policies and procedures.
- Be an active participant in the educational experience
- Maintain steady progress in assessment in courses and qualifications undertaken.
- Provide true and accurate information
- Complete online assessments as scheduled
- Meet assessment deadlines

Changes to your Study

Study plans can change due to changing personal or work circumstances. Please review our Terms and Conditions and relevant policies in the Student Information section on the AIM website www.aim.com.au/information-and-policies/students in addition to the information in the Student Handbook so you understand your rights and obligations.

Your participation in the course and progression will be monitored and you will be contacted if you are not regularly accessing the myAIM system and completing learning activities and assessments and attending your workplace, if you are a trainee. Non- progression may impact on your continued access to Smart and Skilled training.

If you are undertaking a government subsidised training program, any request for a course extension, deferral, withdrawal, cancellation, transfer and refund is subject to approval as per relevant funding guidelines and may require the submission of certain documentation.

Deferral or Withdrawals

Deferrals

If for any reason you wish to defer your involvement in your course, please discuss this with your trainer as a first step as we may be able to provide advice to support you to continue. If you do decide to defer, a course deferral period can only be for a period totaling twelve (12) months, depending on the funded program.

You can request a course deferral only after being successfully enrolled and accepted into a course. Email us at studentsupport@aim.com.au. AIM will suspend myAIM access and support services for students during the deferment period.

Withdrawals

If you decide to withdraw from a course, please discuss with your trainer and assessor or staff member. They may refer you to another appropriate staff member to discuss any support requirements or to the Customer Protection Officer if you have a complaint or grievance. You must advise us in writing at studentsupport@aim.com.au if you are unable to successfully complete your course. When you withdraw from a course, your enrolment will be recorded as discontinued.

If you decide to withdraw then the following applies:

- You should give notice, in writing, of the date and reasons for your withdrawal.
- You will be refunded any outstanding fees in line with the Refund Policy.
- You will be issued any Statement of Attainment for units assessed as competent within 21 days of notice of discontinuation.
- Your Training Plan will be updated, and you will be given a copy.
- You will be given the results of any assessments.

Extensions, Transfers and Refunds

For information on course extensions, transfers and refunds, please review our Terms and Conditions and relevant policies in the Student Information section on the AIM website www.aim.com.au/information-and-policies/students or contact us at studentsupport@aim.com.au

Student Support

General/Administrative Support

Administrative support will be provided to help you manage the enrolment process, access and use of our learning management system (myAIM) and support any changes to your study. Please contact our Student Support team at studentsupport@aim.com.au

Wellbeing and Equity

AIM is committed to assisting students who require support, advice or help during their course. Students are encouraged to express their learning needs and any special assistance required at enrolment to ensure appropriate course enrolment, reasonable adjustment, and success. Please contact our Student Support team at studentsupport@aim.com.au

Academic Support

Academic support will be provided throughout a course by your Trainer/Assessor. If you are experiencing any difficulties with the course material, managing time or commitment to their course, or other related matters, you should not hesitate to speak with your Trainer/Assessor for guidance. Depending on student needs, AIM offers online learner support:

- through one-on-one meetings with the course facilitator/trainer or assessor.
- Group chats or forums.
- Workshops and seminars.

AIM will support students' wellbeing, and those with special needs where possible, including the possibility of referral to internal and/or external support services. For more information, refer to the [Student Handbook, section 4.](#)

General /Administration enquiries:

STUDENT SERVICES	
Telephone (onshore)	1300 658 337
E-mail	studentsupport@aim.com.au

Course-related Support:

TRAINER / ASSESSOR/FACILITATOR	
Online	Login to myAIM and send your query to your Trainer/Assessor/Facilitator via Messages
Telephone	1:1 Coaching is available by arranging a mutually convenient time with your trainer/assessor/facilitator. Send your appointment request via myAIM Messages
Zoom	Virtual 'face-to-face' meetings are available with your Trainer/Assessor /Facilitator by appointment
On Campus	Face-to-face programs have access to Facilitators during classroom time and by arranging a mutually convenient appointment

APPENDIX

Smart and Skilled Information and Support

Phone 1300 77 2104

Website: <https://education.nsw.gov.au/skills-nsw>

[AIM How to Apply](#)

[AIM Terms and Conditions](#)

[AIM Student Handbook](#)

[AIM Policies and Procedures](#)

[USI Information](#)

AIM Policies and Procedures

- Academic Integrity Policy | Procedure
- Assessment Policy | Procedure
- Award Certificate Issuance Policy | Procedure
- Bullying Harassment and Discrimination Policy | Procedure
- Complaints and Appeals Policy | Procedure
- Copyright and Intellectual Property Policy
- Credit Transfer Policy | Procedure
- Critical Incident Policy | Procedure
- Enrolment Policy | Procedure
- Health, Safety and First-Aid in the Workplace Policy | Procedure
- Infectious Disease and Infection Prevention and Control Policy | Procedure
- Privacy of Student Information and Records Policy | Procedure
- Sexual Assault and Sexual Harassment Prevention and Response Policy | Procedure
- Student Code of Conduct Policy
- Student Diversity and Equity Policy | Procedure
- Student Progression Policy | Procedure
- Transition and Teach Out Policy | Procedure
- Transition and Teach Out Policy | Procedure
- Withdrawal, Deferral, Extension, Transfer and Refund Policy | Procedure
- Social Media (Staff and Students) Policy | Procedure



The Australian Institute of Management provides forward-thinking learning solutions that empower individuals and organisations to continuously adapt, lead and thrive in the face of relentless change.

For over 76 years AIM has been proud to partner with leading Australian organisations including local and federal government departments supporting thousands of individuals per year.

At AIM we strive to lead the leaders, and ensure they Seize the Future.

 1300 658 337

 aim.com.au
