Institute of Quality Asset Management

Learner Handbook

Handbook Disclaimer

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

This handbook has been prepared as a resource to assist learners in understanding their and IQ-AM's obligations, to assist students to understand the involvement and effort required.

Please carefully read through the information contained in this guide. All learners need to read, understand, be familiar with, and are expected to follow, the policies and procedures outlined in this Handbook.

Creation and Revision History

Version	Date	Creation / Revision Description	Author
V03	06/08/2021	Added information around online learning. Updated content and changed the word 'student' to 'learner'.	Alison Reeves Tiffaney Shawcross
V04	11/03/2022	Incorporating information from the 'Learners guides' Updated Volume of Learning and added more information to clarify multiple sections.	Alison Reeves Tom Carpenter

Document Approvals

Version	Reviewer	Title	Approval date
V03	Tom Carpenter	CEO	02/12/2021
V04	Tom Carpenter	CEO	11/03/2022

Important Details

Registered Training Organisation (RTO) Code: 22515

Contact Us

Phone: +61 3 90374965
Website: www.iq-am.com.au
Mail: 23 Manna Gum Drive
             Mount Duneed Vic Australia 3217

Please contact any of our team:

For any technical questions or issues, your facilitator will be providing you with their email during the Orientation and Induction Module of your enrolment. You can also get in contact with our Student Liaison Officer who'll be able to direct you to the appropriate correspondent.

Administrative, queries, enrolment and RPL matters
Learning and Development Manager
mang@iq-am.com.au

Assessment submissions, questions and to contact a facilitator
Student Liaison Officer
assess@iq-am.com.au

Queries, feedback, issues and course satisfaction
CEO
ceo@iq-am.com.au

Learner Details

Name:	
Address:	
Contact number:	
Email:	
Course of study:	
My trainer's name:	
My assessor/s' name:	
My USI	
My IQ-AM student #	

Copyright Notice

Contents

Welcome

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

We have been delivering training in Asset Management since 2010.

Our Vision is to be seen by our clients as enhancing their capability to efficiently and effectively deliver sustainable value to their customers through best appropriate practice Asset Management.

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

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

About Us

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

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

We have developed a curriculum of workplace training programs that provide our clients with vertically and horizontally aligned Asset Management capability and Australian government accredited qualifications and competencies.

Qualifications:

Graduate Certificate in Asset Management
Graduate Diploma of Asset Management

Competencies:

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

WPiAM Certification

CAMA Preparation Course – Assess Others in an Asset Managed Environment

Our courses are delivered by highly experienced Asset Management practitioners who are also appropriately qualified trainers. Training can be conducted in-person, on site at an organisation's or public venues, or online.

We continue to support our learners throughout their enrolment with ongoing engagement.

Contact Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Remember to contact us with any query or concern you may have regarding your learning experience at IQ-AM

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

Legislation

In Australia, only Registered Training Organisations or Registered Higher Education Providers (such as Universities) can issue nationally recognised qualifications.

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

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

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

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

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

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

www.comlaw.gov.au which is the Australian Government website for Commonwealth Law

www.asqa.gov.au which is the website for the national regulator of Australia's vocational education and training (VET) sector.

Code of Conduct

As a responsible member of the VET community, IQ-AM follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave.

IQ-AM's Code of Conduct states that:

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

This means making sure people feel free from risk to their health and safety by creating an environment that is culturally accepting for staff and learners, and good for learning. This includes being free from the risk of threat, harassment, intimidation, plagiarism, bullying and violence.

Any breach of the code of conduct will result in appropriate action up to and including legal remedies if required.

As such, IQ-AM has documented expectations for learner behaviour. These are outlined in the section 'Learner Conduct'.

Other Policies and Procedures

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

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

Privacy

The Institute of Quality Asset Management strongly supports the privacy and confidentiality of its learners and their sponsoring organisations. Information is collected and stored in accordance with the *Privacy Act 1988*. We are legally required to report to our regulators on certain general, non-specific and non-identifiable information such as location, sex, age and results.

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

Access to Your Records

If you wish to access your learner information file, please email your request directly to assess@iq-am.com.au or mang@iq-am.com

Enrolment

The enrolment process may vary depending on the type of training or qualification you intend to undertake.

Course eligibility will be determined by assessing your CV, or available position descriptions. You may discuss with us your experience and goals to ensure the best alignment between what course you are undertaking and your needs.

An enrolment form must be returned with all mandatory sections filled out, signed and dated, including responses to learner profile questions. Please include any observations and/or self-assessment regarding special circumstances and/or training needs.

Information on the fees and charges relating to your enrolment will be provided, and payment terms and methods will be agreed upon. A copy of the 'Fees and Refund' Policy can be found at https://iq-am.com.au/learners/

Note that a position on a course cannot be guaranteed until fees or deposit have been paid as agreed.

Our learner liaison will send out further required information and any instructions prior to the initial training delivery. This will vary between enrolments and delivery types.

Note: An enrolment will not cease should your employment status change at any time, regardless of circumstances, including where an employer has paid the enrolment fee. Please contact IQ-AM and we can discuss alternative sources/methods for completing assessment tasks that require organisational information as an input.

Enrolment Dates

Enrolment dates will vary throughout the year. This is dependent on availability and interest, organisation requirements, and delivery type.

Public courses are scheduled throughout the year; the latest dates can be found at https://iq-am.com.au/programs/upcoming-dates/

Entry Requirements

Please contact the Institute of Quality Asset Management to confirm any pre-requisites that are required for entry to the course in which you are interested.

Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also for effective performance in the workplace in a specific job-role
- Access to relevant workplace information and job-role, where the required competencies can be developed and applied.
- Access to a computer that has appropriate software, capacity to access learning and assessment materials, and (for on-line courses) webcam and speaker availability.
- Access to an internet connection with sufficient capacity to download course materials, submit assessment tasks, view recordings, and attend online webinar sessions, as appropriate.

Learner Questions

At the time of enrolment you will be asked a series of Learner Questions. Part of this process is designed to identify any areas you may find difficult or need additional help when completing this course.

The five Parts:

- Student status
- Study awareness plan
- Class communication and collaboration
- Online delivery, participation, accessing and viewing recordings
- Declaration

Please answer honestly, and to the best of your knowledge, current or suspected circumstances.

Unique Student Identifier (USI)

As an RTO, IQ-AM cannot issue an award for an Australian nationally accredited unit(s) of competency or qualification to any learner who is legally required to have a USI. Therefore, it is mandatory that all learners required to have a USI, supply their USI upon enrolment (see below for who is required to have a USI).

Who is required to have a USI:

All Australian learners undertaking nationally recognised training with an Australian RTO studying in Australia or Offshore.

All International learners undertaking nationally recognised training with an Australian RTO studying in Australia.

Note a USI is not required when an International learner (not an Australian citizen) is studying offshore (outside Australia, including eLearning).

What is a USI?

A USI allows learners to link to a secure online record of all Australian qualifications and units of competency gained regardless of the provider.

This system was implemented by the Australian Government in 2015; and will show learner achievements from 1 January 2015 onwards.

Further information can be found https://www.usi.gov.au/students

Create an USI

If you do not have a USI, please visit https://www.usi.gov.au/students and follow instructions on how to create one.

Course Withdrawal or Cancellation

A learner who requests to withdraw from a course prior to commencement or who cancels their enrolment for any reason, should do so in writing (includes via email).

Please refer to Fees and Refunds document re reimbursements.

To discuss individual circumstances, including identifying alternative strategies to enable completion, call our team on 03 9037 4965 as early as possible.

Extension to enrolment

Should a learner of IQ-AM wish to extend their enrolment beyond 5 years or recommence their enrolment to the same or equivalent qualification at a time after a cancellation has been processed or enrolment expiry period has passed, please contact us on 03 9037 4965 or email our learner liaison at assess@iq-am.com.au. We will determine any requirements to re-enrol.

To recommence an enrolment, you will be required to fill out a new enrolment form so our records remain accurate and up to date. A re-enrolment administration fee may be charged at IQ-AM's discretion.

Postponement

An organisation (funded individual) or learner may choose at any time to postpone an enrolment to another equivalent scheduled course, subject to an administration fee and available placement.

All course materials need to be kept until enrolment recommences.

If an organisation requests an enrolment change to another eligible individual prior to course commencement, a resupply of material will incur an at-cost replacement charge. It is suggested that materials received be passed on to the new enrolled individual to avoid the replacement charge.

Note for Individual funded learners
In the event of a postponed enrolment, and on acceptance to a new course placement, you will receive an updated statement/invoice with new instalment dates for any balance owed.

Attendance

Each enrolment has a portion of live engagement, referred to as delivery blocks. How many you need to attend is determined by your enrolment and course type (online, in person or blended). It is a requirement to attend all in-person (live engagement) workshops or online sessions.

Remember
Please respect the privacy and potential commercial or intellectual property rights of other participants or their subject organisation by not communicating outside their learner group any of their issues, questions, discussion points or content of their presentations without their explicit permission.

Reasonable adjustment
Please contact IQ-AM as soon as practicable should you not be able to attend any delivery session, workshop or block so, where possible, we can make alternative arrangements with you.

Recommenced enrolment
Where you have recommenced an enrolment and any required attendances for your previous enrolment were missed, you will be required to attend the appropriate block during your new enrolment.

In person additional attendance

Where IQ-AM has agreed, and a placement is available, you may choose to attend in-person blocks that you have already previously attended.

Points to consider when deciding on this option are where a significant amount of time has passed between the original workshop and a learner undertaking the required assessment tasks, recommencing enrolment, or when further guidance is needed.

To attend additional blocks, you may be required to fill out a new enrolment form so our records remain accurate and up to date.

(Please also see 'Fees and Refunds'.)

Online Session recordings

All learners in a particular enrolment cohort will have access to the relevant block recordings after their delivery. These are available to be viewed only and not for download. These recordings will only be available for the length of your enrolment.

Remember

Do not share the content of these recordings with anyone outside your learning group.

This is for your personal use only in your practice of asset management. It cannot be distributed or utilised for any other purpose.

Fees and Refunds

Please read the 'Fees and Refunds' document to understand the financial obligations of the learner, or employer of a learner, when withdrawing, cancelling, postponing or extending an enrolment, or attending an additional in person workshop.

The 'Fees and Refunds' can be found at www.iq-am/students

Learner Information

Where possible, we aim to maintain the most up to date contact details and relevant information for learners. From time to time we may contact you to check the accuracy and relevancy of your personal information. Students can update their information at any time by contacting IQ-AM by phone or email.

Importance of accurate student information

It is important that we maintain current information for existing and past students so we can: stay in contact, issue awards with correct names, confirm your identity for information requests (including to confirm with you that requests for confirming your qualification status are done with your knowledge and approval), and add awards to the USI register.

Course Information

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

You will be given access to training materials in hard copy and digital format when in attendance at the first delivery session (or shipped to you for eLearning). Textbooks are not provided. Please see entry requirements for further information.

Delivery Blocks

For participants, the workshops play an important role to gaining your qualification.

In Person Delivery Blocks

Material requirement
You will need to supply your own stationery materials (pens, extra writing paper for notes).

Non-attendance
If you cannot make the workshop time, for any reason, please let us know as soon as practical. We will need to make alternative arrangements depending on your individual circumstances.

Online Delivery Blocks

Training platform
We will be using GoToTraining. For further information, please see support.goto.com/training. We suggest you check with your IT department to see if there are any firewall issues with using GoToTraining. We can help if you want to organise a trial session to check your internet connections and settings.

Computer requirements
To participate you will require a computer with video and microphone capability. You will not need to download anything as there is a browser option available. The Chrome browser seems to work best.

Register attendance
You will need to register for each online session. This lets us know you have received the invitation and you will also automatically receive reminder emails.

Non-attendance
If you cannot make the allotted times on any particular day, the recordings will be available to you as soon as they have been processed (usually within 1 – 2 days) and we can answer any follow-up questions you may have from the session via telephone, email or computer (video) conferencing.

Assessment

Self–paced study (assessments)

Material and computer requirement
Computer with access to the internet and email (personal and/or work), Microsoft Office programs (Excel, Word, PowerPoint) or equivalent, and PDF reader.

Time
Aside from the actual training sessions, the amount of time to complete any assessment task will be dependent on you as an individual and your experience. Assessment tasks are to be completed in either your own time or by agreement with your employer in work hours.

Duration

How long it will take for you to complete the course depends on a number of factors. These include your underpinning experience and knowledge, your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of prior learning (previous experience and/or qualifications). Further, the level of the qualification being undertaken will impact on course duration.

The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

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

Volume of Learning

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

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

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

AQF Qualification Level 8	Volume of Learning
Graduate Certificate in Asset Management	0.5 – 1 Years (600 hours)
Graduate Diploma of Asset Management	1 – 2 Years (1200 hours)

The Volume of Learning for Units of Competency

Diploma Level	Volume of Learning
Lead Others in an Asset Managed Environment.	50 hours

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

Preparation for undertaking the course

Read through all sections in this Learner's Handbook, and each of the Assessment Task and Performance Criteria documents to identify what evidence gathering, understanding, learning and research you need to be able to complete the various assessments; and estimate how long this might take.

Evidence of participants' existing knowledge and experience, based on workplace activities, may be submitted as evidence for an RPL, if the outputs correspond to the specific Assessment Task requirements.

The nominal hours for this course are significant, however, it is likely that you will be doing much of the work as self-directed activities in a work environment and the amount of effort for any particular assessment task may be significantly shorter than estimated if you have been exposed to that kind of work in the past (for example, a maintenance team leader. The course contact times are spread over a number of months to fit in with your other commitments. Your experience with some of the tasks, may lead you to take much less time to complete the work needed.

Undertaking any training course requires you to carry out private study and research – everyone is different and it will be up to you how you structure your own time. Plan how you are going to do this, set up a timetable based on the workshop cycle and assessment deadlines. Discuss with your facilitator or student liaison and (if appropriate) with your employer. Remember that you will be producing outputs that can be used to feed in to your employer's management of the asset you are working on.

If you are not currently in formal work, or you do not have a suitable asset or asset group at your place of employment, you and your facilitator will need to negotiate a project in an appropriate real life or simulated setting.

Training and Assessment Strategies

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

Our methodologies for training and assessment ensure our processes meet national assessment principles including Recognition of Prior Learning (RPL) and Credit Transfer (CT). All courses are assessed under the Competency Based Training (CBT) and assessment criteria established under the AQF.

Flexible Learning and Assessment

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

Competency Based Training (CBT)

What is CBT?

CBT is an approach to teaching that focuses on allowing a learner to demonstrate their ability to do something. Used in the VET sector, CBT is used to both acquire knowledge and develop demonstrable skills and is typically based on criteria incorporating the standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit of competency defines the knowledge and skills required to perform effectively in the workplace. These are known as the essential outcomes of elements and against documented performance criteria.

How Does Assessment Work in CBT?

Assessment is conducted to determine if a learner has the required knowledge, skills and capability to meet the performance criteria of each Unit of Competency.

Assessors will look for evidence within the assessment task that meets the essential elements to determine competency.

If a learner's performance does not demonstrate competency in all of the requirements the unit of competency is marked as 'Not Competent' and a resubmit is requested addressing the identified gaps.

Foundation Skills

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

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

Recognition Processes

The aim of Recognition of Prior Learning (RPL) and Credit Transfer is to allow for entry into or towards a qualification by providing credit for learning outcomes or competency already achieved; without having to go through the complete processes of training and assessment. Time required to gain a qualification may therefore be reduced.

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

Recognition of Prior Learning

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

What you need to consider

You will need to provide evidence upon which your assessor can make an accurate judgement regarding competency to give credit. This will also include an interview.

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

Evidence can include:

- records of completed training, assessment items and their results
- USI Transcripts, verified by IQ-AM
- declarations from your employer, or referee
- details of work history and experience

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

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

How to apply?

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

Credit Transfer

Credit transfer is a process that recognises the equivalence in content and essential outcomes from previously undertaken and successfully completed qualifications, Units of Competency or formal learning.

What you need to consider

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

You will need to supply certified copies of your documentation, and provide any other support materials detailing components to show equivalence of essential outcomes, discipline content and assessment requirements to the qualification being undertaken.

Evidence can include:

- records of completed training, assessment items and their results
- USI Transcripts, verified by IQ-AM
- essential outcomes and performance criteria of successfully completed qualifications or Units of Competency

These documents are used to map, compare and evaluate the extent to which credit can be given.

Assessment Information

Each of your successfully completed assessment tasks build towards gaining a unit of competency. Once all units of competency have been achieved you will be awarded an AQF Australian nationally accredited Qualification.

Assessment Tasks

Instructions for the Assessment Task/s requirements, including its context and purpose are detailed in each Assessment Task document and the relevant module slide sets.

Some tasks are 'formative' and carried out in the workshops; others are 'summative' and are carried out in your own time and submitted for assessment.

Some assessments are both formative and summative, for example a report is done in your own time (summative), presenting the findings of your report analysis, is done at the next workshop (formative).

Ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Assessment Evaluation Methods

A variety of competency evaluation techniques or methods are utilised throughout the course. These include the use of observation of participation in in-class discussions, team based activities, questioning, case studies, exercises and presentations; and self-directed study review of outputs from work based projects, presentations, research and technical activities. These techniques vary depending on the course, competency and employability skill being assessed

Submitting Assessment Tasks

Assessment Tasks can be undertaken by an individual or as part of a team.

You or your team will want to have decided which asset, asset type or asset group you would like to use in your Assessment Tasks by the end, or soon after, the first training session. You may wish to review the assessment tasks as part of this decision making process and discuss it with the facilitator. If you are in formal work, an agreement should also be sought with your employer on what assets or asset group you will be applying asset management learning to. Obtaining agreement from your employer may be needed for access to information, or the employer may wish to develop your assessment responses in accordance with their needs, thus obtaining a value add benefit from you undertaking the course.

Where to Submit Assessments

All Assessment Tasks are to be emailed to assess@iq-am.com.au.
If in the event you are unable to access email, please contact us to discuss other options.

Make sure you keep file copies of all your Assessment Tasks for your own records.

Individual Assessment

Where assessment tasks are completed as an individual activity, you will need to submit:

- An individual cover sheet with current contact information and declaration statement that the work is your own.
- Bibliography and other references (part of assessment submission)

Team Based Assessment

Where assessment tasks are completed as a team activity, you will need to submit:

- A team assessment with a cover sheet identifying all team members and accepting the declaration statement that the work is your own and all team members have contributed to the assessment task
- Respective roles and contributions of each team member to the assessment piece is also to be summarised on the coversheet
- Bibliography and References (part of assessment submission). Note, intranet documents are not usually available to assessors, so please consider if they should be attached, or consider how you will be able to respond to an assessor request for access if required.
- Where needed, you may be asked to participate in a short follow-up assessment interview to confirm your understanding and competency in those tasks that you were not primarily responsible for.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment tasks. To be deemed 'satisfactory', you must meet ALL the requirements of the learning outcomes relevant to the assessment task.

Minor opportunities for improvement will be noted, however will not normally require a re-submit if the core competency and evaluation criteria have been addressed. Recommendations should be, where applicable, applied to future assessments.

Resubmissions

Any gaps in your assessment will be detailed by the assessor and marked as 'Resubmit'.

You will be provided with sufficient feedback to address the gaps. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio or response, or demonstrating a task again.

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

Referencing

When it comes to properly acknowledging where information has come from, learners should be aware of, and be able to properly use, referencing protocols. IQ-AM expects that you use parenthetical style of referencing when writing your assessments. This includes APA, Harvard or MLA styles.

More information about how to do this can be found at

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

Plagiarism

All work submitted by yourself or within a team must be your own. You will be required to sign a declaration on the coversheet for each assessment task, confirming all work is your own and acknowledging the consequences for submitting plagiarised work.

What is plagiarism?
Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by the Institute of Quality Asset Management.

To help you understand, the following are examples that constitute plagiarism:

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

If you wish to submit a document where you were one of multiple authors you will need to explain your contribution.

If you are critically reviewing a document and need to include relevant text to contextualise your review commentary or findings then a) which is which should be clearly identified/differentiated and b) you will be evaluated on your commentary or findings.

Appeals

Whilst as a current learner, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome. You are encouraged to organise to speak with your assessor in the first instance; if you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Read procedure document for lodging an appeal. – send an email to assess@iq-am.com.au and ask that the assessment result be formally reviewed.

Where to Get Help

Talk to your trainer and/or assessor for guidance in understanding how to complete your assessments and presentations. Speaking to a member of our team is a valuable way to gain insight with your asset management assessment tasks and their industry application. They are happy to support you and can be contacted though our office at assess@iq-am.com.au or phone 03 9037 4965.

Learner Conduct

Just as IQ-AM has a responsibility to meet expectations of learners, legislation and regulations, learners also have obligations that they are expected to meet.

It is expected that all learners will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Learners are to behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO and as a representative of your organisation.

Misconduct

Institute of Quality Asset Management views learner misconduct seriously.

Examples of learner misconduct include, but are not limited to:

- Academic misconduct (including plagiarism)
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Damaging equipment and/or materials belonging to IQ-AM and/or a partner organisation such as a training venue or workplace.

Consequences

Such Misconduct which are serious matters. Learners engaging in such behaviour will face disciplinary responses and will vary depending on the severity, frequency and intent of the breach.

Response include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Reimbursement of the costs incurred for making good any damaged caused
- Pass through of any requests or demands for payment of costs from those impacted
- Cancellation of course enrolment without refund and/or assessment credit
- Matter referred to the relevant authorities.

Appeals

Learners found in breach of Learner Conduct have a right to lodge an appeal by following our appeals and complaints process.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at IQ-AM. All staff, contractors, learners and visitors have a responsibility to ensure the workplace, premises of training venue and equipment is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

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

Drugs and Alcohol

Any learner showing signs of being under the influence of illicit drugs and/or alcohol is not permitted to attend the delivery blocks (either in-person or online) i.e. participate in training and activities, or use facilities and equipment.

People taking prescription medication have a duty to ensure their own safety, and that of others, are not affected. Confidential advice on any issues should be made to IQ-AM or its facilitators so they are adequately prepared.

Learner Feedback

IQ-AM is dedicated to ensuring its practices are constantly reviewed to ensure the best possible outcomes. This approach to continuous improvement relies on input from learners regarding their experiences whilst enrolled in their course and other stakeholders.

There are multiple opportunities for formal feedback throughout the course, for example, at the end of each training block.

We welcome you to provide us with opportunities for improvement at any time.

We also have a course steering committee that includes participants, industry representatives and trainers. This committee oversees the course, reviews feedback and other sources of information, and recommends improvements. If you are interested in participating, please contact our Learning and Development Manager.

Issuing Awards

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

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

Certificates and Statements of results include features to prevent falsification of awards. If confirmation of evidence is required please contact us for details.

Units of Competency
A learner who does not successfully complete a qualification, or has no intention of completing the qualification for any reason, will be issued a statement of attainment for any units of competency they have successfully completed.

USI
Remember all successfully completed, partially completed or un-successful Units of Competency you are enrolled in will be reported, as per regulatory requirements, to the USI registry. Results will be available to view within your USI account at quarterly intervals throughout the year.