



# Student Information Handbook 2011

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# 1. Introduction to ACPM

The Australian College of Project Management (ACPM) is the leading provider of Project Management education in Australia. We are a Registered Training Organisation (RTO) issuing nationally accredited qualifications to over 10,000 people since establishment.

ACPM courses are endorsed by the Australian Institute of Project Management (AIPM) and we are also a Recognised Education Provider (R.E.P) with the Project Management Institute (PMI).

Our facilitators are real-world Project Managers Practitioners involved in local, national and international Project Management forums and interest groups. They regularly take part in Project Management work to ensure currency of their skills and to ensure quality delivery of our courses.

Whether you are a project team member or an executive sponsor, a sole practitioner or manager in a large organisation, ACPM provides a full range of education services including tailored learning programs for specific organisations.

Our training is being utilised by some of the largest organisations in Australia and Asia Pacific including major banking and financial institutions, telecommunications organisations as well as State and Federal Government agencies and utilities.

We deliver in-house customised programs as well as a robust national public program covering a wide range of roles and qualifications.

ACPM's principle Project Management education offerings include:

- BSB40507 Certificate IV in Project Management
- BSB51407 Diploma of Project Management
- BSB60707 Advanced Diploma of Project Management

Further information on non-accredited courses and workshops can be found on our website or via the Client Services team.

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## 2. General Information

The purpose of this student handbook is to provide students with necessary information with regard to ACPM policies and procedures and also any legislation or guidelines which may be relevant to your training program.

Once a student has commenced a training program with ACPM, all parties have a responsibility to each other to manage the process effectively. ACPM will provide support and advice to all students in order to aid them in the achievement of the course or qualification they are enrolled.

## 3. Course Information

Prior to enrolment, ACPM will provide all students with course information, including content and vocational outcomes.

Information on courses, entry requirements, tuition fees, and related information are outlined in this handbook, on our website [www.projectmanagement.edu.au](http://www.projectmanagement.edu.au) or from our Client Services team on 1300 138 225.

### 3.1 Course Details

#### Certificate IV

Certificate IV is intended for those people who contribute or participate in a project environment but are not acting in the role of a Project Manager. The qualification provides a solid foundation in Project Management knowledge areas, processes, tools and techniques.

#### *Delivery Component*

4 days duration – classroom based

Classroom delivery is facilitated sessions using a variety of delivery techniques:

- PowerPoint Slides
- Video/DVD
- Case Studies
- Discussion
- Role Play

Students will be led through a case study that will involve utilisation of Project Management tools and techniques. This case study assignment will form the basis of formal instruction in the tools and techniques that student will be expected to perform in the workplace.

Training will be delivered at ACPM's registered premises or at Clifton's training facilities.

#### *Assessment Component*

After completion of the classroom training, students will be required to complete an assessment using ACPM's assessment guide. This assessment will be made up of the following components:

- Transfer of Knowledge – questions and answers
- Application of Knowledge – scenarios and submission of workplace evidence
- Third Party Validation (if requested)

Students will be given a twelve month period to complete and finalise their assessment.

Pre-Requisites: There are no pre-requisites for attendance on this course.

Full details are included in the course outlines which can be downloaded from our website.

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## **Diploma**

Diploma of Project Management is intended for those people who are performing the role of a Project Manager. The qualification enhances the student's knowledge of knowledge areas, processes, tools and techniques. *Delivery Component*

5 days duration – classroom based

Classroom delivery is facilitated sessions using a variety of delivery techniques:

- PowerPoint Slides
- Video/DVD
- Case Studies
- Discussion
- Role Play

Students will be led through a case study scenario that will involve utilisation of Project Management tools and techniques. This case study assignment will form the basis of formal instruction in the tools and techniques that students will be expected to perform in the workplace.

Training will be delivered at ACPM's registered premises or at Clifton's training facilities.

### *Assessment Component*

After completion of the classroom training, students will be required to complete an assessment using ACPM's assessment guide. This assessment will be made up of the following components:

- Transfer of Knowledge – questions and answers
- Application of Knowledge – scenarios and submission of workplace evidence
- Third Party Validation (if requested)

Students will be given a twelve month period to complete and finalise their assessment.

Pre-Requisites: It is suggested that participants have:

- Certificate IV in Project Management or equivalent working knowledge of the PMBOK principles.
- Have a minimum of 2 years experience as a project manager and be able to access a work based project to demonstrate application of knowledge and skills.

Full details are included in the course outlines which can be downloaded from our website.

## **Advanced Diploma**

This course provides students with grounding in Program Management.

Those who will benefit from attending this course will include those who hold a Diploma in Project Management, PMP, or those who are experienced Project Managers who are already managing projects and/or programs who wish to attain a formal qualification or upgrade existing qualifications.

This course is suitable for senior Project Managers, Program Mangers, Experienced Project Support Team Members, Experienced Program Support Team Members and Senior Management who are required to direct projects.

### *Delivery Component*

3 days duration – classroom based

Classroom delivery is facilitated sessions using a variety of delivery techniques:

- PowerPoint Slides

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- Video/DVD
  - Case Studies
  - Discussion
  - Role Play

Students will be led through case study scenarios that will involve utilisation of Project/Program Management tools and techniques. This case study assignment will form the basis of formal instruction in the tools and techniques that students will be expected to perform in the workplace.

Training will be delivered at ACPM's registered premises or at Clifton's training facilities.

#### *Assessment Component*

After completion of classroom training, students will be required to complete an assessment using ACPM's assessment guide. This assessment will be made up of the following components:

- Application of Knowledge – scenarios and submission of workplace evidence
- Third Party Validation (if requested)

Students will be given a twelve month period to complete and finalise their assessment.

Pre-Requisites: Diploma of Project Management or equivalent with at least 2 years of Project Management experience managing multiple, complex projects;

#### OR

Minimum 5 years of Project Management experience managing multiple complex projects, and knowledge of Project Management Body of Knowledge (PMBOK).

*Prospective students must complete the pre-requisite form and lodge with ACPM prior to enrolment.*

Full details are included in the course outlines which can be downloaded from our website.

## **3.2 Enrolment Process**

The enrolment process is completed by following the steps outlined below:

1. Read and understand the information contained in this booklet.
2. Review course requirements and pre-requisites.
3. Select the course of study via ACPM's website and complete the online registration form.
4. Complete the online declaration stating you understand all of the information provided.
5. Make payment for the services purchased via the website/online registration process. Please note that the information collected on the registration form is used for administrative and statistical purposes and will remain confidential.

Confirmation of registration and attendance will be emailed out to each student and all course attendance details including times, venue, etc. will be sent to students a week prior to the start date of the course.

If students are having difficulties with the course ACPM will assist or provide external support services.

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## 4. Training and Assessment

### 4.1 Competency-Based Training and Assessment

ACPM training programs are founded on competency-based training principles. Competency-based training (CBT) places emphasis on what a person can do in the workplace as a result of completing a training program.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. CBT programs comprise *Units of Competency* that contains specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom- or work-based) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of validating knowledge and making judgments on whether competency has been achieved.

The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards.

Assessments through this course will require students to complete a variety of written work, oral questions and assignment/portfolio presentations.

The time allowance to complete an assessment will be six months from the completion of the classroom training. Extensions of time (six months) may be granted if a student can demonstrate they have a valid reason for requesting an extension, e.g. work commitments on an existing project.

Where a student has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they will be allowed an extension to address the assessment gaps and then re-submit. If they are deemed NYC for a second time they are to agree with the assessor an appropriate course of action. This may include re-training or application for recognition of prior learning of the units deemed NYC.

**ACPM Training and Assessment Process:** Step 1: You will be advised of your training dates and venue details by the Client Services team. All training sessions are confirmed with the students prior to attendance via email or phone call.

Step 2: Attend Training Session – attendance at all training sessions is mandatory unless agreed in advance with the ACPM Client Services Manager

Step 3: Issue and Briefing of Assessment Guide – the facilitator will provide a copy of the assessment and walk through the assessment expectations. The guide will give you all relevant information on your assessment and the assessment tasks for each of the units in your qualification.

Step 4: Book Assessment – contact ACPM Client Services and make a booking for your assessment interview. At this point if assistance or clarification of your assessment is required, Client Services can arrange contact with one of the assessors.

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### **Assessment Completion:**

- To complete an assessment you are required to demonstrate your competence against the elements/performance criteria for each of the units of competency.
- The assessment is a mixture of assessment questions and scenarios in the assessment guide and a portfolio of evidence to support each unit of competency.
- Upon enrolment you have a **twelve month** completion window. Extensions may be granted subject to circumstances.
- If further evidence is required to resolve an assessment gap an extension will be agreed with the assessor.
- On completion of the assessment and competency achieved in all the units the ACPM Client Services team will issue your Certificate and Statement of Attainment.
- If an assessment is only partially completed a Statement of Attainment will be issued for the units that have been assessed as competent.
- ACPM will retain your assessment guide and subject to your consent retain copies of your portfolio of evidence.

## **5. Credit Transfers and Recognition of Prior Learning**

### *Credit Transfers*

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by ACPM. To apply for a credit transfer, students must be able to present their original Qualification or Statement of Attainment with national codes and titles that match the current course in which they are enrolled. These details must be provided to the Client Services team for review prior to attendance at training.

### *Recognition of Prior Learning*

RPL is the acknowledgment of skills and knowledge obtained through learning achieved outside the formal education and training system and includes work and life experiences.

RPL recognises any prior knowledge and experience and measures it against the qualification in which students are enrolled. The individual may not need to complete all of a training program if he or she already possesses some of the competencies taught in the program.

### ***Why You Should Apply for RPL***

If you apply for RPL and your application is successful you could:

- reduce or eliminate the need for any training in skills and knowledge you already have.
- save time by not needing to attend any or a reduced number of classes and completing unnecessary work.
- complete your qualification in a shorter time.
- advance to a higher level qualification in a shorter time if desired.

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### ***The Four Steps in the RPL Assessment Process***

Once your training organisation has provided you with the information you need to apply for RPL, you need to follow these four steps in order to complete the process.

<b>Step 1 – Candidate Information and Self- Evaluation</b>	<p>Before you decide to apply for RPL you need to assess your current competence for one or several units of competency.</p> <p>Complete the candidate information and self-evaluation forms provided with as much information of your previous work experience as you can.</p> <p>This will allow for an initial assessment of your experience and a check to see whether you can demonstrate the required skills and knowledge. You can discuss this with an RPL Assessor if you want.</p> <p>You must be able to provide evidence against the elements/performance criteria for the relevant unit/s of competency.</p> <p>It is not enough to simply state that you possess the skills and knowledge required. You must be able to <b>demonstrate</b> competence.</p> <p>Depending on the trade or industry you have worked in, you may or may not have documentary evidence available. This should not deter you from seeking RPL as your Assessor will work with you throughout the RPL process.</p> <p>You will also need to supply the contact details of work referees who can confirm your skills in the industry.</p> <p>You will also be provided with a list of suggested evidence that you could use to demonstrate that you are competent in a particular unit or units of competency. This list is a guide only. If you have other suitable evidence to support your claim for RPL then you are encouraged to share this with your Assessor.</p> <p>If you do not believe that you have any suitable evidence, then you should discuss your options with your Assessor.</p> <p>Once you have completed the self-evaluation and made the decision that you would like to continue with the RPL process, make an appointment for an interview and enrol for RPL.</p> <p><b>Note:</b> <i>It is possible to gain RPL for an entire qualification.</i></p>
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<p><b>Step 2 – Enrolment and Interview with the Assessor</b></p>	<p>An interview with an Assessor who understands your industry will be organised for you. They will review – usually with you – the information and supporting documentation you have provided and match up your skills to the units/subjects in the qualification.</p> <p>During your RPL interview, your Assessor will discuss with you your self-evaluation and any evidence you have provided.</p> <p>It is at this point that you will be able to identify any previous work experience and discuss this with your Assessor.</p> <p>During this conversation, you will be required to answer questions relating to your work experience. This questioning forms part of the assessment, as it will identify your current knowledge and skills regarding the area of industry in which you are applying for recognition.</p> <p>If you are currently enrolled in a training course relating to this qualification, it is important that you let your Trainer know that you intend to apply for RPL, then nominate the units you have selected for RPL so that the required documentation can be processed and your application can go ahead.</p> <p>It is at this stage that a decision will be made whether you are able to proceed to the next step or whether you need to undergo gap training.</p>
<p><b>Step 3 – Practical Confirmation of Your Skills</b></p>	<p>Your Assessor will organise with you to provide evidence of the application of knowledge in the workplace.</p> <p>This is your opportunity to demonstrate your level of competence on a practical level. The assessment will focus on the skills required in the work activities which relate to the qualification in which you are applying for recognition.</p> <p>Your Assessor will identify the skills they want you to demonstrate by asking you to complete certain tasks.</p>
<p><b>Step 4 – Provision of Further supporting Evidence (3<sup>rd</sup> Party Verification)</b></p>	<p>Your Assessor will need to confirm your previous work experience with someone (such as your supervisor or employer) who can vouch for your skills over a period of time.</p> <p>They will contact the referees you have provided as part of the candidate information.</p> <p>Your Assessor may ask you to give your selected workplace contacts or previous employers the Third Party report to complete. Authentication of these reports by the Assessor would then be required.</p>

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### **Fees and Charges for RPL**

Fees will be charged per Unit, assessed at a rate of \$250.00 per Unit. This covers all administrative costs and assessor fees.

For gull course RPL fees please speak to the Client Services team.

Where an Assessor is required to carry out an assessment at the applicant's workplace, all expenses for travel and accommodation will be paid for by the applicant at cost.

Fees for RPL must be paid at time of application. No recommendations will be provided unless full payment has been received.

### **Recognition of Prior Learning Notes:**

All training and assessments will be professionally conducted by qualified Trainers and Assessors.

Current fees and charges for all training and assessment programs are available on the website and from the Client Services team on 1300 138 225.

***If you have any issues with the outcome of a result issued by ACPM you may appeal a decision by following the Complaints and Appeals procedure outlined in this handbook.***

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## **6. Fees, Charges and Refunds**

### **6.1 Fees and Payments**

#### *Fees*

ACPM reserve the right to change or alter the course fees. For details of the current fees for courses please contact the client services team on 1300 138 225.

All fees include, unless otherwise stated:

1. Course materials
2. Classroom facilitation
3. All assessments (including assessment guide)

### **6.2 Payment Terms**

#### *Individual Registrations*

All course fees must be paid 5 working days prior to course commencement or upon receiving the Tax Invoice.

Registration is completed via ACPM's website – [www.projectmanagement.edu.au](http://www.projectmanagement.edu.au).

#### *Corporate Registrations*

An invoice will be raised on receipt of the Corporate Course Confirmation Form or Corporate Purchase Order.

Payment is due 30 days from date of invoice.

#### *Security of Fees Paid in Advance*

All fees paid in advance are secured through ACPM's rigorous financial management and control systems as defined under ASQA SNR Standard 22.

#### *Non-Payment*

All instances of non-payment will be referred to the National Operations Manager. They will advise on the appropriate course of action. Non-payment may result in cancellation of the registration of an individual student and cancellation of the course in the case of a corporate course. Cancellation in this manner does not remove any liability of debt.

ACPM reserve the right to pursue non-payment of fees through the appropriate legal channels.

## **7. ACPM Refund Policy**

ACPM reserves the right to cancel a training course. ACPM will ensure students who have registered in advance will be contacted seven days prior to the decision to cancel a course and a refund of the registration fee will be arranged.

Refunds will not be given if a student, after attending day one of the course, believes it to be inappropriate to their learning needs and subsequently withdraws.

Refunds will not be given if a student has commenced the course and chooses to withdraw without prior agreement with ACPM Client Services.

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If non-attendance for part of the course is due to illness or family bereavement, the student will be given the opportunity to attend/cover off missed material at the next public course or a partial refund may be issued, agreed in consultation with the National Operations Manager.

No-Shows: If the student does not show up to the course on the first day without prior notice in writing then no refund will be provided.

If notice of non-attendance is received within 7 days prior to course commencement, a cancellation fee of 30% of total course fee applies (remaining 70% will be refunded).

Application for refunds takes 14 working days to process. If the application is successful, a cheque is drawn against the name of the student account\* (or alternative party – if the student's liability was assumed by the party). Where an organisation pays the students' fees, any refund will be paid to that organisation.

\*Alternative arrangements can be requested in writing but may incur an additional administration charge of \$20.00 (incl GST).

## **7.1 Assessment Fees**

Students who choose not to proceed with the assessment component may be entitled to a partial refund of the course registration fee.

Refund requests are to be submitted in writing to the National Operations Manager 7 days prior to the last classroom training day of the course.

Address: Level 4, 31 Market Street, Sydney NSW 2000

**Refunds will not be provided if outside the 7 day term noted above.**

## **8. Transfer/Cancellation Fees**

### **Cancellation Policy:**

30% of the full course fee is charged for cancellation of enrolment within 7 working days prior to course commencement (outside of seven working days, no fee is charged). Cancellations must be advised in writing and acknowledged by ACPM. ACPM reserves the right to cancel courses due to insufficient registrations or other reasons beyond its control. ACPM is not responsible for any loss or damage suffered by the client due to a cancellation or any other changes in scheduled courses.

### **Transfers:**

A 10% surcharge will be applied for transferring any enrolment within seven working days prior to course commencement. Requests for such transfers must be received in writing and acknowledged by ACPM. Suitably qualified replacements are welcome, without detriment, provided they register prior to the commencement of the first day of the course.

### *Extenuating Circumstances*

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include but are not limited to:

- Illness
- Family or personal matters
- Other extraordinary reasons

Where evidence can sufficiently be provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the National Operations Manager.

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**Please note: where a student breaches ACPM policies and procedures no refund is payable.**

## 9. Training Evaluation

ACPM fully appreciates and acts accordingly to any feedback that you give us. Feedback is collected at the conclusion of your course.

Evaluation forms assist the continuous improvement policy of ACPM. We welcome all feedback on our products and services and use this to maintain the high quality of our delivery.

As part of our compliance requirements to maintain our Registered Training Organisation licence we are required to collect feedback on our courses, Trainers, Assessors and services.

Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

## 10. Student Attendance and Behaviour

Students are required to follow all ACPM rules and instructions from staff representing the organisation, act in a non-discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled classes is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students are responsible for notifying their Trainer or Client Services team if they are unable to attend a training session for whatever reason.

Students are also required to adhere to ACPM's academic rules and regulations. If a student is found to have acted in a way that ACPM deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment.

## 11. Academic Misconduct

Students at ACPM are expected to maintain the highest standards of academic conduct. We are aware that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct and clarify the consequences of plagiarism and/or cheating.

### **Definitions:**

**Plagiarism:** It is the act of presenting another person's work as your own, and failing to acknowledge that the thought, ideas or writings are of another person.

Specifically it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- other students' work is copied or partly copied;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;

### **Cheating:**

To act dishonestly or unfairly in connection to an assessment conducted by the RTO.

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Academic misconduct is considered a serious offence at ACPM. For students who have been deemed to intentionally plagiarise/cheat, it may result in being suspended or permanently removed from the course.

To avoid plagiarism and/ or cheating and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- You should name sources for any graphs, tables or specific data which you include in your assignment.
- You must not copy someone else's work and present it as your own.

If the student does not agree with the RTO's decision, then they are able access the Complaints and Appeals Policy and Procedure.

## 12. Complaints and Appeals

ACPM's Complaints and Appeals process is designed to cover situations where students believe they have been subjected to harassment, discrimination or unfair treatment during the course of their studies.

### **Process Principles**

#### ***Confidentiality***

Only the parties directly involved in the complaint/appeal, or in resolving the matter, have access to information about a complaint/appeal. No student details will be disclosed to a third party without the written consent of the student.

#### ***Fairness***

All parties involved have the opportunity to explain their perspective on the situation. No assumptions are made or actions taken until all relevant information has been collected. All parties have access to support if they want or need it.

#### ***Repercussions or Victimisation***

ACPM will not accept victimisation of anyone who lodges a complaint/appeal or of those helping to resolve it.

#### ***Complaint/Appeal Actioning***

The procedures aim to enable complaints/appeals to be sorted out with minimum fuss. In many cases, grievances and complaints can be resolved by agreement between the people involved with no need for formal action.

#### ***Timeliness***

Complaints/appeals will be dealt with as quickly as possible.

#### ***Sensitivity***

All staff involved in complaints/appeals will treat them all sensitively.

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## **Grievance/Complaints Procedure**

### **Step 1:**

The student should attempt to resolve the problem with the person or people involved.

Grievance/Complaint can be lodged in writing or presented in person.

### **Step 2:**

If unresolvable the student should contact ACPM's National Operations Manager. Phone – 1300 138 225

### **Step 3: (approx elapsed time – two weeks)**

The National Operations Manager will help with obtaining information, will assist the student in deciding the best way to deal with the problem and will, on request, accompany the student to any meeting about the problem and/or refer the student to an appropriate person who can resolve the problem.

The National Operations Manager will not instigate any actions without the consent of the student.

Each complaint and/or grievance appeal must be received in writing from the student and accompanied with ACPM's Complaint and Appeals Form.

All complaints/appeals will be recorded in ACPM's Complaint and Appeals Register.

The student will be given a written statement of any appeal outcome, including the reasons for the decision, in writing.

### **Step 4:**

The aim of the complaint/appeal procedure is, in the first instance, to try to resolve problems informally. After discussing options with the National Operations Manager, the student may choose to resolve his or her grievance informally.

### **Step 5: (approx elapsed time – one month)**

If an informal process is inappropriate, or if the student is not satisfied with the outcome of an informal approach, he or she may make a formal complaint to the Director of Education.

Formalisation can occur at any stage of the resolution process. To make a formal complaint the student must submit a formal complaint in writing providing a full description of the grievance and any supporting documents. The Director of Education will then attempt to resolve the complaint.

If the Director of Education is unable to achieve a resolution or the student is not satisfied with the outcome and wishes to proceed with the grievance, the Director of Education may refer it to an independent arbitrator.

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### **Who Else Can Assist?**

At any time during the grievance/complaint process a student has the right to contact an external agency for advice or help, or if they are unhappy with the way the grievance/complaint has been resolved. Such agencies include:

#### **NSW Anti-Discrimination Board**

Level 4, 181 Lawson Street. Redfern NSW 2016

Phone: 02 9318 5400

Fax: 02 9310 2235

TTY: 02 9310 2376

Toll Free: 1800 670 812

Web: <http://www.lawlink.nsw.gov.au/adb>

#### **Human Rights and Equal Opportunity Commission**

Level 8, 133 Castlereagh Street. Sydney NSW 2000

Phone: 02 9284 9600

Fax: 02 9284 9611

TTY: 1800 620 241

Toll Free: 1300 656419

Web: <http://www.hreoc.gov.au>

## **13. Occupational Health and Safety**

ACPM complies with all relevant Occupational Health and Safety legislation. Trainers will actively take steps to identify hazards that may cause harm to students in the classroom and learning environment. Where possible, the Trainers will take action to remove or control these hazards and will report the hazards to appropriate on site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students, or employees. This means students must follow all safety rules, procedures and the instructions of their Trainer while in attendance at ACPM venues.

Where there are any incidents or injuries at an ACPM training venue it must be reported to the ACPM Trainer and the UXCTG Student Injury-Incident form is required to be completed. This paperwork can be accessed through your trainer or the Client Services team.

## **14. ACPM Code of Practice**

ACPM training courses adhere to the standards for NVR Registered Training Organisations – 2011. We have management systems in place to ensure quality control is maintained throughout the company to deliver quality services to our clients.

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## ***14.1 Policies, Processes and Procedures***

Policies, processes and procedures are in place to ensure quality control throughout the company for all areas of business, to provide consistency in the management, delivery, assessment and support provided by ACPM to their clients as an RTO.

ACPM courses are developed in consultation with industry bodies and use nationally recognised best practices.

ACPM Assessments have been developed in consultation with industry partners and reflect the competency standards defined in the industry training packages.

## ***14.2 Continuous Improvement***

ACPM is committed to the continued improvement to all aspects of their services. As such, we actively seek consultation with our industry partners, clients, staff and students in the assessment and evaluation of our services.

Our management processes, policies and services are regularly reviewed and modified as deemed necessary.

## ***14.3 Compliance with Legislative Responsibilities***

ACPM is committed to ensuring the health, safety and welfare of its employees and all other persons.

## ***14.4 Financial Management***

We have in place secure financial practices to ensure the protection of clients and any funds that are paid in advance.

## ***14.5 Administration and Records Management***

Student records are held within ACPM's client management system (Edupoint). All student records are confidential and information will not be released to any party without the express authorisation in writing of the student concerned.

Student records are maintained in a secure environment and retained for a period of 30 years.

## ***14.6 Access and Equity and Client Service***

ACPM ensures access is available to all people regardless of their age, gender, culture and background. ACPM reserves the right to refer students onto other training organisations or agencies if they are deemed unsuitable.

All students receive a copy of the student handbook that provides information relevant to the courses and the competencies that can be achieved, including a desired pathway to achieve certification including RPL.

Recognition of Prior Learning can be achieved if a student is able to provide the relevant certificates or experience that demonstrates the competencies required by that level of certification.

ACPM understand the importance of servicing clients and staff, and we provide the following services:

- Client support
- Grievance and disciplinary procedures

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- Special-needs support to students and staff where applicable
  - Classroom support and other academic support
  - Assessment coaching and support, available on request
  - ACPM Student Handbook

### ***14.7 The Competence of RTO Staff***

ACPM presenters are experienced Project and/or Program Managers who hold the following accreditations:

- Certificate IV in Training and Assessment
- Diploma and/or Advanced Diploma of Project Management
- Industry Accreditations, e.g. AIPM and PMI
- Training staff are assessed on a regular basis by the National Operations Manager to ensure compliance to the training packages and continuing staff development is maintained to the levels of the courses/assessments they train.

### ***14.8 Use of National State Territory Logos***

National State Territory logos may only be used as specified by the rules of usage from the company, department or government industry body who issues them.

### ***14.9 Marketing***

ACPM adhere to the requirements of the industry standards and guidelines with regards to advertising material.

## **15. Privacy**

In accordance with our Privacy Policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under Government Contracts or by law, information about a student will not be disclosed to a third party without the consent of the student.

Students wishing to access their records can contact ACPM Client Services on 1300 138 225 and lodge a request for release. Verbal request must be confirmed via email or letter.

A copy of the Privacy Policy Statement is available on the website [www.projectmanagement.edu.au](http://www.projectmanagement.edu.au) or from the Client Services team.

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## 15. Contact Details

National Freecall: 1300 138 225

### *Melbourne Office*

Level 15, 575 Bourke Street

Melbourne VIC 3000

Phone: 03 8622 8722

Fax: 03 8622 8777

### *Sydney Office*

Level 4, 31 Market Street

Sydney NSW 2000

Phone: 02 8297 4600

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Website: [www.projectmanagement.edu.au](http://www.projectmanagement.edu.au)