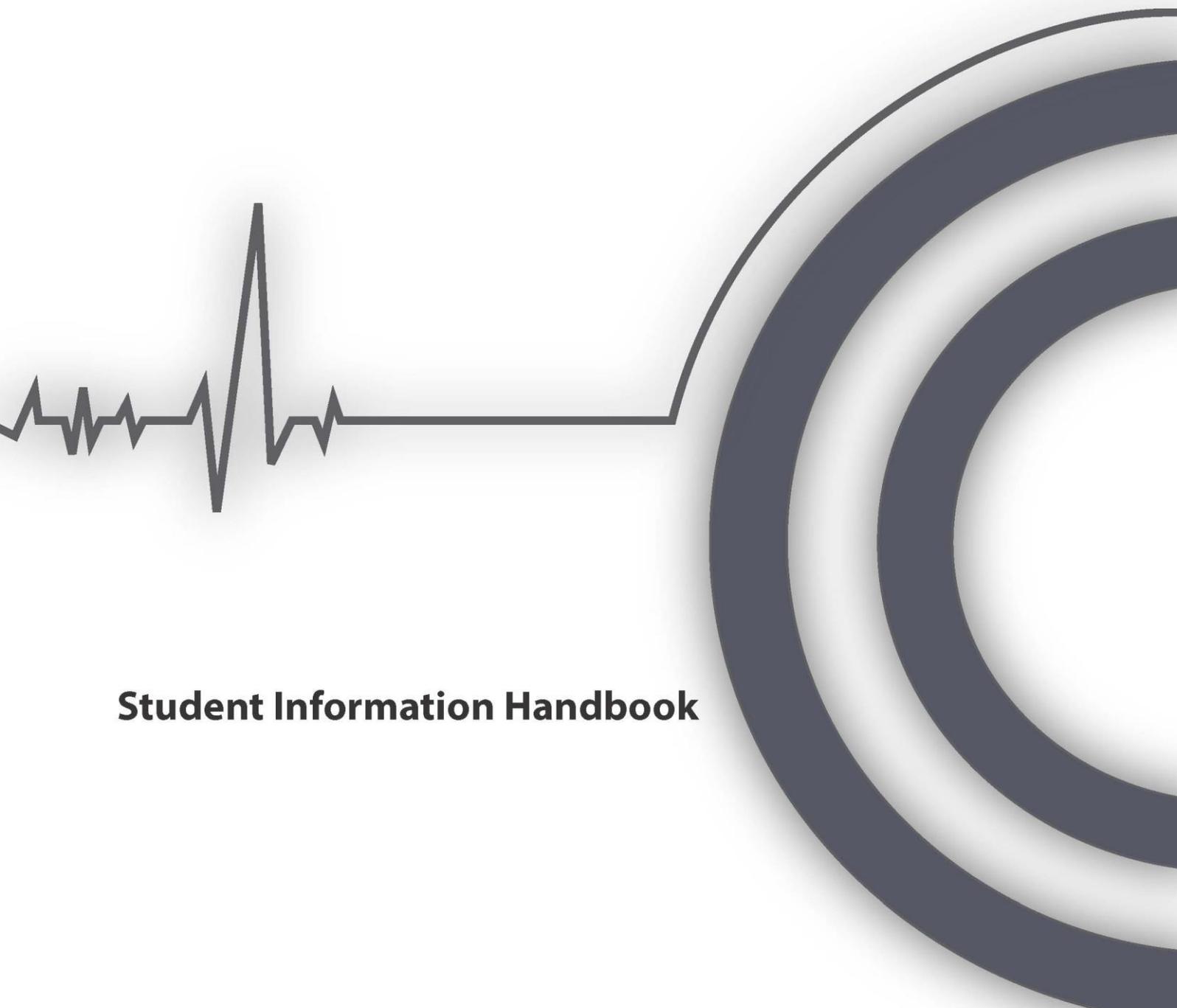# I(CPM

10195NAT

Certificate IV in Responding to Organisational Complexity

Student Information Handbook

Message of Welcome

Thank you for choosing ICCPM to assist you in achieving your learning goals.

This Student Information Handbook contains a range of information relevant to your training. If there is any information you require, which is not addressed in this handbook, please contact us and we will be happy to assist.

Making a decision to undertake study is an important one. Whether you are seeking to update or upgrade your skills, or you are seeking a new career direction, our team of friendly and dedicated staff is available to make your learning experience unique. We aim to provide you the best value for money experience including the best facilities, facilitators and support services, to ensure that your learning experience meets your expectations.

As an ICCPM student you can expect to encounter an enthusiastic and dedicated training and support team committed to providing a high quality service.

We know at the end of your training, you'll leave us with much more than just a qualification, but a collection of knowledge and skills you can use within your industry to help build capability in complex environments. On behalf of the whole team, I wish you an enjoyable and rewarding experience with ICCPM.

Collin Smith

Managing Director and Chief Executive Officer

ICCPM

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1   Introduction

1.1   About ICCPM

The establishment of ICCPM in 2007 was led by the Australian Department of Defence (Defence Materiel Organisation) with support from the UK Ministry of Defence, US Department of Defense, Canadian National Defence and Defence industry as part of the Australian Department of Defence's Complex Project Management Initiative. The rationale for establishing ICCPM agreed by the Australian Government is to create an independent, international, not-for-profit organisation that would support both government and industry's ability to better deliver complex projects. ICCPM provides this central and coordinating role, by bringing together leading thinkers and practitioners in the complex project management sector from around the world. ICCPM's key objectives are to:

- Develop and sustain effective collaborations;
- Educate and develop leaders and organisations on issues of complexity and managing complex programs; and
- Develop and disseminate practical knowledge and solutions.

As a not-for-profit organisation ICCPM seeks to translate contemporary research on the effective management of complexity into practical solutions for organisations facing the responsibility of delivering complex projects internationally. These solutions have application across all industry sectors, corporate, NGO and government initiatives throughout the world.

ICCPM is a Registered Training Organisation (Provider No. 41394) and is focused on providing high-quality, accredited vocational training and assessment services to our partners, members, industry and the public. ICCPM monitors and adjusts its training provision to best suit client needs and emphasises quality delivery.

1.2   Registered Training Organisation (RTO)

Registered training organisations (RTOs) are those training providers registered by the Australian Skills Quality Authority (ASQA) or, in some cases, a state regulator to deliver Vocational Educational and Training (VET) services.

While RTOs are diverse, ranging from private training companies (such as ICCPM) to schools, TAFEs and adult community education colleges, they are all eligible to deliver nationally recognised training and issue the qualification/s listed on their scope of registration.

RTOs are recognised as providers of high quality, nationally recognised training, leading to qualifications, which are highly valued by employers and sought after by those developing their career.

1.3   ICCPM Contact Details

Address: PO Box 327, Deakin West ACT 2600 Australia

Phone: 02 6120 5110

Email: admin@iccpm.com

Website: www.iccpm.com

2   Overview of the Qualification

The 10195NAT – Certificate IV in Responding to Organisational Complexity is a specialised qualification that builds on the skills and knowledge of existing workers who have experience in the field of people management or project/program management and/or an awareness of complexities that exist in organisations.

Students are required to successfully complete the following units in order to receive the qualification 10195NAT – Certificate IV in Responding to Organisational Complexity.

1. *ROCCPE401* – Identify and respond to complexity in project environments
2. *ROCRSK401* - Apply risk management principles and tools in complex environments
3. *ROCDEC401* - Apply decision-making concepts and tools in complex environments
4. *ROCLEA401* – Lead through organisational complexity

ROCCPE401 is a pre requisite to the other three units and must be completed before enrolment in the other three units. This unit provides the underpinning knowledge to be able to respond to complexity.

ROCDEC401 and *ROCRSK401* are co-requisites; the units provide complementary skills and knowledge and are undertaken as part of the same program of training delivery and assessment.

National Code	10195NAT
Nominal Duration	The time required to undertake these activities will vary between students based on their experience. On average the unsupervised activities will equate to 340 hours. Students will also attend 56 hours of face-to-face course delivery and on average complete 209 hours of facilitator led activities and practice.
Min - Max Group size	12 - 25
Who should attend	The target students for this course are: - graduates of related qualifications who wish to focus their careers in the program and project administrator domain; - experienced business leaders, managers and team leaders operating in complex organisational environments and contexts wishing to formalise their skills in responding effectively to organisational complexity; - program/project support officers and administrators wishing to upgrade their qualifications; - technical specialists or human resource specialists who have significant participation in program or project planning and/or implementation; and - members of teams who aspire to be future team leaders and work in complex environments.
Entry Requirements	Entrants to the Certificate IV in Responding to Organisational Complexity are expected to: - have successfully completed an appropriate senior secondary certificate of education or its equivalent. This will demonstrate the student's capacity to achieve competency in this course. - be able to use a personal computer, including basic word processing, spreadsheet and electronic communication platforms internet search engines and online forums. - possess high level language, literacy and numeracy levels – sufficient to interpret complex documents and prepare written reports. It is recommended that entrants into the qualification have recent exposure to complex organisational environments and possess at least some prior experience in the field of people and project/program management and/or working in or being aware of complexities that exist in organisations. Possessing such attributes will contribute to successful completion of the course.
Course aims	The aim of this course is to provide an education pathway for anyone who is or will be exposed to complexity and to provide the necessary skills to firstly identify when they are in a complex situation and secondly give them the confidence to raise the issues, to advise and help resolve problems themselves. In addition, this course will help to contextualise the term 'complex' so that when it is used it conveys the correct meaning particularly in an organisational context.

Learning outcomes	The 10195NAT - Certificate IV in Responding to Organisational Complexity is intended to provide students with a range of knowledge and skills to perform the following functions:
	- work with managers and team members as appropriate to deal with situations where complexity is present across a range of organisational contexts; - provide guidance to managers and teams as to the tools, methods and approaches that may be used to deal with complex situations present in organisations; - take responsibility for own role as appropriate in applying complexity theories, approaches and systems concepts to allocated tasks; - manage self and supervise others in the efficient use of complexity management techniques at an organisational or operational level; - facilitate effective problem-solving techniques for effective risk management and decision making in complex environments; - demonstrate effective leadership required in environments where complexity is present; and - facilitate an environment orientated to high performance in the workplace.
Face to Face Course content	**Workshop Days 1 – 3 Respond to Complexity in Project Environments** The first three workshop days teach students how to apply knowledge of the characteristics and dimensions of complexity to identify, assess and treat complexity in projects and skills to evaluate and implement alternative approaches and strategies for responding effectively. **Workshop Days 4 – 5 Applying risk and decision making tools and principles in complex environments** Workshop days 4 and 5 teach students to identify, analyse and apply principles and tools for risk management and decision making in complex environments, to determine options for responding to identified risks that will maximise the likelihood of organisational success. It includes the ability to effectively engage with stakeholders to identify risks, understand the interrelationships between identified risks and to evaluate risk treatment options. **Workshop Days 6 – 7 Lead Through Organisational Complexity** The final two workshop days teach students to identify and apply complexity leadership and techniques for leading through complexity. It requires the ability to adapt leadership styles to suit a range of organisational situations and contexts.
Assessment	The assessment is to be held during face-to-face delivery and during self-paced study. It comprises completing written quizzes, assessor observed activities, a work place project and a workbook.
Documents issued on successful completion	10195NAT – Certificate IV in Responding to Organisational Complexity - Testamur - Record of Results

3   Course Duration

The time duration for the Certificate IV in Responding to Organisational Complexity is twelve (12) months from the commencement date (as stated in your welcome letter). You may apply for a course extension or deferral (see information about these options below).

4   Enrolments, Fees and Refund Policy

4.1   Unique Student Identifier

As of 1 January 2015, all existing and new students will require a Unique Student Identifier (USI) before they can be issued with a qualification or statement of attainment.

4.1.1   What is a USI?

A Unique Student Identifier (USI) number is a unique number (combination of 10 letters and numbers) that is allocated to anyone undertaking a Nationally Recognised Qualification or Statement of Attainment. The USI will allow an individual to access all their nationally recognised training records and results from all providers including all completed training units and qualifications from 1 January 2015 onwards. Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

4.1.2   How do you get a USI number?

A USI number can be obtained online at www.usi.gov.au. It is completely free and application should only take a few minutes.

To complete an application, one form of acceptable identification will be required such as:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Australian Birth Certificate (Birth Certificate extract is not sufficient)
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard

To make sure all of an individual's training records are kept together, the USI will be linked to the individual's name as it appears on the form of ID used to create the USI. The personal details entered when an individual creates a USI must match exactly with those on the form of ID they use.

4.1.3 What next?

Once a USI is created an individual will need to give their USI to each training organisation they study with so their training outcomes can be linked and they will be able to:

- view and update their details in their USI account;
- give their training organisation permission to view and/or update their USI account;
- give their training organisation view access to their transcript;
- control access to their transcript; and
- view online and download their training records and results in the form of a transcript which will help them with job applications and enrolment in further training.

When applying for a job or enrolling in further study, individuals will often need to provide their training records and results. One of the benefits of the USI is that individuals will have access to their training records and results at any time.

4.1.4 Already have a USI?

If you have previously applied for and received a USI, you do not need another one. Please provide your USI number on the enrolment form.

Note that training organisations cannot issue a certificate until they receive this number.

If you have any questions, please contact us on 02 6120 5110 or admin@iccpm.com

4.2 Enrolments

The ICCPM team processes applications for enrolment in our courses as they arrive and applicants will typically receive an acknowledgment within 24-48 hours of application. Confirmation of Enrolment will be sent to the student via email at 21 days prior to the course start date. This confirmation will contain all necessary information including dates, training times and venues. Invoices are raised upon enrolment and are sent to the nominated recipient (student or employer).

Student enrolments coordinated under a company arrangement may have their progress and completion reported to them when the employee has completed and signed a "Third Party Release of Information" section of the enrolment form.

4.2.1 Standard training

Standard Face-to-face training courses can be booked via the booking forms available on the ICCPM website. When you submit a booking for our training course, your submission represents an offer to ICCPM to book you onto the course you selected. On submission of the face-to-face training course form you will receive an automated summary email of your selection. ICCPM will accept your offer by entering your booking onto the ICCPM CRM system and sending you an email confirming that you have been booked together with information on starting your learning.

4.3   Payment of Fees

Fees vary according to the program of study and are advertised on our website under each individual course. These can rise without warning however they are accurate at the time of publication on the website. Students are advised of all costs before enrolment. Course fees will be invoiced at time of registration and must be paid 10 days prior to attendance at the workshop. Students paying fees will be issued with an official receipt. Students should keep this receipt as proof of payment. For corporate courses that are exclusively for a particular client ICCPM can provide a quote outlining the details of the course offering and any special conditions. In these circumstances ICCPM may elect to confirm that a student has secured a position in a face-to-face training course before invoicing the course fee.

Training fees can be paid at the point of booking via e-way's secure online payment process or PayPal. Otherwise they can be paid by bank account transfer. In all cases, payment must be received prior to start of training. If you elect to pay the fees via PayPal/ e-way, all major credit and debit cards are accepted, there is **a 1.9% surcharge** fee. A receipt will be sent to you by email from e-way confirming payment. PayPal/e-way will receive the information needed to verify and authorise your payment card and to process your order and is under strict legal and contractual obligations not to disclose this information to third parties. Please note that if you do not provide accurate details (including type of card and number) or if your credit card company does not authorise payment, your application will be deemed void. ICCPM will not accept any liability for costs incurred as a result of applications deemed void in this manner. Sales taxes (GST, surcharges etc.), if any, are charged at the applicable rate depending on the product and/or customer.

ICCPM Corporate Partners may choose to pay for training for selected staff using available elective benefit partnership funds. In this instance partnership funds will be debited and a receipt sent to the corporate partner. All other terms and conditions regarding payment fees and refunds apply.

4.4   Course Changes

ICCPM understands that because of changing work obligations, health, and other extenuating circumstances students sometimes need to change their course date. If a student wishes to change their course date they need to submit a Course Change Form. If required, this form can be mailed or emailed, to the student and is available to download from the ICCPM Student Portal. If a student is changing their enrolment to a course with a higher price than the price they originally paid, then they will need to pay the price difference. Alternatively, if they change to a course which has a lower price a student may be entitled to claim a refund of the difference.

Please note that if a student submits a Course Change Form during the last 10 business days before the current scheduled course start date they will be required to pay the full course price for the new enrolment.

Where ICCPM has confirmed a transfer your payment will be kept as a credit transaction allowing you 12 months following enrolment date to book face-to-face training courses. At the expiration of the twelve-month period, ICCPM will neither refund any fees nor reimburse any other costs if the credits have not been used.

4.5   Late Payments

Unless there are conflicting contractual arrangements in place with ICCPM, ICCPM reserves the right to apply a penalty fee equal to 7.5% of the invoiced amount for invoices that remain unpaid 30 days after the student has commenced their ICCPM course. An amended invoice will be issued on that date.

4.6   Special Arrangements

Pursuant to specific supply agreements or corporate contracts, ICCPM may have different or additional rules regarding fees or refunds applicable to students funded by those clients or programs. A student will not be issued with a qualification, statement of results or a statement of attainment (whichever is applicable) until full payment (including any penalty fees for late payment) has been received. Under no circumstances can fees be refunded after a student has been issued with a Qualification and Statement of Results or Statement of Attainment or directly to a student if the fees have been paid by an employer or corporate client.

4.7   Course Completion Policy

ICCPM students have up to 12 months to submit all assessments for the Certificate IV qualification from the date of their welcome letter. ICCPM students are encouraged to ask for help whenever they need it by calling 02 6120 5110 or email admin@iccpm.com . If due to their personal circumstances a student feels they that might be unable to complete their assessment within that time-frame the student is encouraged to contact ICCPM by phone or email as early as possible to apply for an extension. Student may also apply for deferment by pausing their course to be continued at a later date. The maximum deferment period is six months. Where deferral or extensions are granted the student may be required to submit additional assessment tasks in order to demonstrate currency with the course content prior to completion of the Unit/s of Competency. The granting of an extension or deferral is at the sole discretion of ICCPM. The total duration permissible from commencement is twenty four months including extensions and deferral. At the expiration of the twenty four month period, ICCPM will neither refund any fees nor accept any assessment submissions.   Students wishing to complete the course /units after this period will have to enrol anew and pay the relevant fees to undertake uncompleted units.

4.8   Personal Information Changes

Current and past ICCPM students may request a variation to their personal details (i.e. name, address, contact details, date of birth and/or gender), due to error or change. Students will need to complete the Personal Information Change Form; available for download from the ICCPM download page for their application to be processed. No fee is charged if a student changes only their personal details.

4.9   Cooling off Period

Students may cancel attendance prior to course commencement at any time. A refund will only be given if the student notifies ICCPM in writing more than 21 days prior to course commencement.

4.10 Deferral

Requests for Course deferment will be assessed on a case by case basis by the training manager.

To apply for deferral please email your request to admin@iccpm.com or by post to:

>   ICCPM
>   PO Box 327
>   Deakin West ACT 2600

4.11 Course Extension

Course extensions will be considered on a student by student basis by the Training Manager.

To apply for a course extension please email your request to admin@iccpm.com or by post to:

>   ICCPM
>   PO Box 327
>   Deakin West ACT 2600

4.12 Course Cancellation

If you wish to cancel your course enrolment, please notify ICCPM via email to admin@iccpm.com or by post to:

>   ICCPM
>   PO Box 327
>   Deakin West ACT 2600

Cancellation of a course enrolment at the student's request does not deem the student eligible for a refund of any kind unless it is within the cooling off period (within 21 days of course commencement). Refer to the refund policy below if you wish to cancel your course enrolment and seek a refund or partial refund.

4.13 Refund Policy

ICCPM is committed to fair and transparent application of fees and charges as well as the processing of refunds where applicable. ICCPM encourages all potential students to read and understand the course information before enrolling.

The Refund policy can be accessed in the footer section, located on every web page of the company website and in the Student Information Handbook. All students must declare that they have read and understood the Terms and Conditions and Student Information Handbook before submitting the online enrolment form.

Refund applications will be individually assessed and a decision will be made on the merits of the claim. All refund decisions will be communicated to the student via email within 20 days of application.

Course refunds will be issued in the following circumstances:

- ICCPM is unable to provide the course for which the enrolment and payment has been made;
- A credit that relates to an overpayment;
- When sufficient notice of cancellation is provided subject to the conditions below.

Refunds shall not be issued in the following circumstances:

- The student changes their mind other than during the cool-off period;
- The student has attended a face to face workshop and or submitted any assessments for marking;
- The student's fails to arrive at the scheduled workshop without the requited notice or substitution;
- The student has breached ICCPM's Student Code of Conduct;
- The student has failed to complete the course within the designated period without an approved deferral or course extension.

4.13.1 Conditions of cancellation or transfers by student

Refunds will be processed within 28 calendar days of receiving your request via bank transfer to the original payer subject to the following conditions. Fees and charges may apply.

Withdrawal or Cancellation:

- Students who withdraw or cancel for any reason not less than 21 days prior to the commencement of a course or unit will be entitled to a full refund or if your course has been paid for by your employer you may transfer your place on the course to a substitute without any additional costs.
- Students who give notice to cancel or withdraw their enrolment within 21 but not less than 15 calendar days prior to the commencement of a course or unit will be entitled to a 75% refund of fees paid.
- Students who give notice to cancel or withdraw their enrolment less than 15 days prior to the commencement of a course or unit will not be entitled to a refund but if your course has been paid by your employer you may transfer your place on the course to a substitute.

Transfer to alternative course/unit delivery dates:

- Students who request a transfer to a different course or unit delivery date 21 days prior to the commencement of the course or unit for which they were originally enrolled will be entitled to such transfer without incurring additional costs.
- Students who request a transfer to a different course or unit delivery date within 21 days but not less than 15 days prior to the commencement of the course or unit for which they were originally enrolled will be liable to pay an administration fee of 10% of the course or unit fees.
- Students who request a transfer to a different course or unit delivery date within 15 days but not less than 7 days prior to the commencement of the course or unit for which they were originally enrolled will be liable to pay an administration fee of 15% of the course or unit fees. In addition students will be liable to pay the per head venue and catering cost associated with the course or unit delivery which ICCPM is still liable to pay to the third party service provider as such short notice.
- Students who request a transfer to a different course or unit delivery date less than 7 days prior to the commencement of the course or unit for which they were originally enrolled will be liable to pay an administration fee of 20% of the course or unit fees. In addition students will be liable to pay the per head venue and catering cost associated with the course or unit delivery which ICCPM is still liable to pay to the third party service provider as such short notice.
- Students who transfer from a corporate in-house course or unit delivery to a public course or unit delivery will be liable to pay in the difference in course fees.

4.13.2 Substitution

If you are unable to attend the Substitutions should be notified to ICCPM at least 48 hours prior to the course start date. If you fail to attend the course on which you are booked without giving prior notice not less than 21 days to ICCPM, we are unable to refund the course fees or offer a transfer.

4.13.3 Requesting a Refund

Please contact ICCPM by email admin@iccpm.com or by telephone +61 2 6120 5110 for the refund request form. Forward the completed and signed form to ICCPM by email to admin@iccpm.com or by post to:

> ICCPM
> PO Box 327
> Deakin West ACT 2600

If a full or partial refund is approved, bank account details will be requested. A refund will received within 20 business days from the approval date.

4.14 Non-Payment Cancellation Option

Payment should be finalised no later than 10 business days before the course commencement date. ICCPM reserves the right to cancel an enrolment for non-payment if the course fee has not been paid 10 business days before the course commencement date, unless ICCPM has varied its terms of payment with an approved applicant. Students responsible for paying their training course fees should contact ICCPM if they will be unable to finalise payment at least 10 business days before their course commencement date. (Students should be aware that the existence of ICCPM's right to cancel an enrolment because of non-payment does not in any way reduce the student's obligation to pay a Cancellation Fee in the event of them cancelling their enrolment or the full Course Price if they fail to attend their scheduled training).

4.15 Personnel Changes

ICCPM understands that because of the dynamics of business environments work roles sometimes change and an organisation might wish to change the staff member who is participating in a course after that person has submitted their enrolment form. In this case, notification in writing is required requesting an alternative employee replace the currently enrolled employee. There is no additional fees incurred for substituting employees, subject to the refund conditions and fees as prescribed by the notice periods before commencement of the course or unit of training. Additionally, a completed Enrolment Form for the replacement student is to be submitted at the time the substitution is requested.

5   Training Delivery and Assessment

Facilitators and assessors are selected against strict criteria to ensure that they possess required and relevant academic and industry qualifications in the subject areas they are involved with and will support students in participating and completing their studies. Students can have full confidence in the skills, knowledge and professional standing of our team. Facilitators and assessors are required to participate in an ongoing skills development program to maintain and update their industry and technical knowledge. This ensures that students receive the best possible instruction and assessment. ICCPM only employs facilitators with appropriate formal specialist qualifications, recent industry experience, and trainer and assessor qualifications in accordance with the Australian Qualifications Framework to deliver nationally accredited courses and training.

Training delivered by ICCPM meets the national standards and requirements for registration as a training organisation. Each course or program delivered by ICCPM has specific resource requirements for delivery. These include physical resources and human resources. ICCPM has in place a system for ensuring that suitable resources are available before training commences.

Corporate training will be delivered at a location provided by a student's organisation and public courses will primarily be delivered at Cliftons facilities, unless otherwise notified.

5.1   Rights and Obligations

5.1.1   Our Obligations to Students

We will inform students of any materials and equipment they must provide and any requirements they need to meet to enter and successfully complete the training.

We will advise students as soon as practicable if there are any changes to agreed services, including changes in ownership or changes to third party arrangements.

We are responsible for the quality of the training and assessment, compliance of training and assessment and for the issuance of the AQF certification documentation upon completion of the training product.

If ICCPM closes or ceases to deliver any part of the training product the students will be entitled to claim a refund of any element of the program that has not been delivered up to the value that the student has actually paid.

ICCPM does not guarantee that a student will:

- Successfully complete a training product
- obtain a particular employment outcome unless this is in the control of the RTO.

5.1.2 Students Rights

5.1.3 Complaints and Appeals

ICCPM recognises the rights of students to appropriate dispute resolution avenues and to address this we follow a Complaints and Appeals Procedure. If you have a matter that has not been resolved by talking with your facilitator, assessor, staff member or another student or if you feel you have been disadvantaged in your studies by a decision, procedure or issue you shall be entitled to take further action.

5.1.4 Informal Appeal Procedure

In the first instance the student must contact the relevant trainer or assessor to request a re-evaluation of the assessment decision. The trainer or assessor will re-evaluate without bias in accordance with the principles of assessment. The re-evaluation must be completed within 10 business days of receiving the student's request.

5.1.5 Formal Appeal Procedure

In the event that you have approached your trainer or assessor regarding an assessment result and you are still dissatisfied with the trainer or assessor's re-evaluation, you have the right to formally appeal the assessment decision by lodging an Appeal form. Please request an Appeals form by emailing admin@iccpm.com. Students shall have 21 days from receiving the assessment result to submit a formal appeal.

The characteristics of the ICCPM formal appeal system include simplicity, speed and fairness, and incorporate a three stage process involving firstly the Business Manager, secondly the Chief Executive Officer, and finally an independent person or panel where necessary. The Chief Executive Officer will respond by email to all formal appeals within 20 business days of the receiving the Appeal form.

The Appeal form will be forwarded to the Business Manager for the initial review who will email the student to let them know that their appeal form has been received.

The Business Manager will record details of the appeal in the Appeals register. The following details will be noted:

- The student's full name
- Receipt date of the Assessment Decision
- Appeal form
- The nature of the appeal
- The outcome and /or solution offered by ICCPM
- The student's response to the outcome and/or solution offered

The Business Manager will email the student the outcome of the appeal within 20 business days of receiving the Appeal form.

At the request of the student, a mediator can be provided by the Australian Mediation Association. If this option is pursued, the student will bear all costs associated with the mediator. The Chief Executive Officer and mediator will have an additional 20 business days to reach a final decision and inform the student of the outcome by email.

Once the appeal is finalised, the findings will be discussed at the next monthly meeting and action taken to change procedures or practices if deemed appropriate.

5.1.6   Student's Obligations

While studying with ICCPM, students are required to:

- comply with any requirements we require the student to meet to enter and successfully complete their chosen training product; and
- comply with any materials and equipment that the student must provide.
- not allow anyone else to access the ICCPM Student Portal via your log-in details. You must comply with all health and safety rules and regulations and any other reasonable security requirements that apply at the premises at which the training courses are provided. ICCPM reserves the right to remove any delegate from a training course whose behaviour is deemed inappropriate by ICCPM or its trainers. In these circumstances, ICCPM will neither refund any fees nor reimburse any other costs.

5.2   Student Code of Conduct

A certain standard of behaviour is requested of all staff and students. Students must not behave or communicate in a manner that is derogatory, insulting or offensive. The facilitator reserves the right to ask any student to leave a program or session if their behaviour puts others at risk or adversely impacts on the learning of others.

ICCPM has processes in place to manage and deal with any disciplinary matters relating to instances of misconduct whilst studying with us. This procedure applies when other avenues have been exhausted. These avenues include, but are not limited to: mentoring, informal feedback and counselling.

5.3   Plagiarism

If a student is found guilty of plagiarising another student's work, he or she will be issued with a written warning by the Chief Executive Officer. If the offence is committed a second time, the student will be terminated from the course immediately without a refund.

If you are required to undertake any online research, you must provide the website link as evidence of your research. If you are sourcing information from external sources (e.g. Textbooks, journals, articles, newspaper) you must reference the literature. We recommend that you use the Harvard Generator website www.harvardgenerator.com

Please ensure your work meets the criteria of ***authenticity***, which means that the work you submit is in your own words.

5.4   Assessment Conditions and Evidence Requirements

Assessment will be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced when leading a team and/or providing guidance and support to others within an organisation where complexity is present and includes access to:

- relevant workplace documentation and resources;
- case studies and, where possible, real situations ; and
- interaction with others.

5.5   Assessment methods:

For each of the units within the accredited course the following assessment methods will be used:

- complete a workbook applying tools and techniques learnt (simulated work environment);
- complete a written quiz testing knowledge of theory to be submitted after each workshop for marking;
- develop a report based on applying tools and techniques learnt to a workplace project as an individual assignment; and
- in-class activities, such as role play, simulated work environment, presentation demonstrating foundational skills related to each unit of competency. This is assessed in class by the assessor using an observation checklist.

5.6   Unit Assessment Guides

You will be provided with a Student Assessment Guide for each workshop. These guides are provided at the start of each unit and provide important information on how and when you will be assessed.

The Student Assessment Guide for each workshop provides information on:

- the unit/s of competency being assessed
- when assessments are scheduled
- what each assessment will require you to do
- what to do if you miss an assessment or need an extension
- how feedback on your assessment outcome will be provided to you
- how you can appeal if you think the assessment has been unfair.

As a learner it is your responsibility to read and ensure you understand the information contained in the guides. Your facilitator will explain the content of the guides. Please contact your facilitator if you don't understand or are unsure about what is required.

5.7 Repeating a Unit of Competency

If you want to repeat a unit of competency you should discuss this with ICCPM as soon as possible. Your enrolment fee only covers the first attempt for each unit of competency. A separate fee will be charged for any additional attempt to achieve the unit of competency.

6 Issuing of Qualifications and Statements of Attainment

ICCPM will only issue AQF Qualifications and Statements of Attainment for courses within its scope of registration.

On completion of a course, students are to be issued with appropriate certification, authorised by the Chief Executive Officer within 30 days. ICCPM is not obliged to issue a student's Qualification or Statement of Attainment unless all client / student fees have been paid in full.

As an ICCPM student if for any reason you need a copy of either a Qualification or Statement of Attainment at a later stage, you may contact ICCPM to request it. Please note that there will be a $40.00 reissuance fee to cover administrative costs.

If a previous student requests a re-issuance due to a name change they will need to provide:

- A copy of the legal document that details the name change
- Proof of currency against initial issuance

The new issuance is then dated with effect the day of processing the change. ICCPM will charge a fee of $40.00 for this service.

ICCPM recognises that in some extenuating circumstances due to legal or moral issues there may arise a need to work outside of this procedure in assisting individuals. In these instances the advice of the Chief Executive Officer will be required and appropriate decisions are allowable.

6.1 Reporting Results

The units of competency for the 10195NAT – Certificate IV in Responding to Organisational Complexity are not graded. Units of competency are reported as 'Competent' or 'Not Yet Competent'. On successfully completing these you will receive a result of 'Competent'.

If you are unable to finish the qualification, you will receive a Statement of Attainment for any units of competency you have successfully completed.

6.2 Recognition of Qualifications Issued by Other RTOs

ICCPM recognises the "Recognition of Qualifications" issued by other RTOs is a fundamental principle of the National Training Framework. As a Registered Training Organisation, ICCPM is obliged to:

- Recognise AQF Qualifications and/or Statements of Attainment issued by any other RTO in Australia.

If you have undertaken training with another RTO, and you believe you are eligible to obtain credit for this in the ICCPM course you have enrolled into, or are intending to enrol into, please either discuss this with your facilitator or contact ICCPM to discuss.

6.3   Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is available to all ICCPM students who can demonstrate that they already possess current skills and knowledge relevant to the qualification. Making an RPL application requires the candidate to enrol and then provide evidence substantiating their claim for competency. Suggested evidence and the process for obtaining RPL are described in the RPL Kit, which can be emailed to you upon request.

Students applying for Recognition of Prior Learning (RPL) are required to complete an Enrolment Form and submit a portfolio of evidence for formal assessment. Once ICCPM has processed the enrolment and payment has been made, the portfolio will be forwarded to an assessor for review.

After reviewing the submitted evidence an ICCPM assessor will contact the candidate with advice about whether or not the evidence satisfies the assessment requirements for each of the Units of Competency included in that qualification. If the evidence provided is sufficient, authentic, current and valid the candidate will not be required to undertake any further training or assessment prior to issuance. For more detailed information about RPL for your qualification contact ICCPM at admin@iccpm.com or phone 02 6120 5110.

7   Access and Equity

ICCPM will ensure students have easy access to information on programs, services available and enrolment procedures. Support services such as counselling, impairment support and learning support are also available to help you succeed. We will adhere to all policies, procedures and practices that contribute to improving the outcomes for the diversity of our clients.

7.1   Support and Assistance

ICCPM has in place a dedicated team of professionals to assist with any administrative requests, training and assessment related enquiries and complaints and appeals enquiries. We can be contacted as follows:

- Email admin@iccpm.com
- Phone 02 6120 5110 during business hours

7.2   Language, Literacy and Numeracy Policy

ICCPM recognises that some individuals may have Language, Literacy and Numeracy (LLN) difficulties. ICCPM offers to provide enrolling students who indicate they need further support in this area, information on available LLN courses and referral to counselling services. We have established a network of professional providers who can assist students in developing and improving learner skills.

The following agencies/organisations offer LLN assistance:

- Australian Council for Adult Literacy 03 9546 6892 http://www.acal.edu.au
- NSW Council for Adult Literacy **02 9514 3478** nswalnc@gmail.com
  http://www.nswalnc.org.au/
- Reading Writing Hotline 1300 6555 06 http://www.readingwritinghotline.edu.au/

7.3   Counselling and Support Services

Department of Human Services delivers social and health related services. They can be contacted on 13 10 21 http://www.centrelink.gov.au

7.4   Impairment Support

If you have an impairment which may affect your ability to navigate the course material, communicate with other students and facilitators or participate in student activities, then please advise us how we can support your success, through minimising the effects of any impairment. This can be done at the time of enrolment or at any other time during the training. We can provide a range of support options and all information will be treated confidentially.

8   Management and Administration

8.1   Legislative Requirements

ICCPM complies with all relevant State and Commonwealth Government legislation and regulatory requirements applicable to the industry, including (but not limited to):

• National Vocational Education and Training Regulator Act 2011; • Work Health and Safety Act 2011; • Anti-Discrimination Act 1991;	• Information Privacy Act 2014; • Copyright Act 1968; and • Children and Young Persons (Care and Protection) Act 2008.

ICCPM operates in accordance with each of these legislative and regulatory requirements, where appropriate, incorporating them into ICCPM policies and procedures.

8.2   Work Health and Safety

ICCPM is committed to providing a safe work place and learning environment for ICCPM personnel and students. ICCPM ensures strict compliance with workplace health and safety legislation by educating all personnel during their induction process and by ensuring facilitators incorporate WHS considerations when planning and delivering training and when undertaking assessments.

ICCPM expects all personnel and students to accept responsibility for a safe work / learning environment. Personnel and students are expected to follow a set of safety standards, which are clearly outlined in the personnel induction process and at the commencement of each face-to-face course.

These standards are designed to:

- Prevent accidents and ill health caused by work / learning conditions;
- Protect from any health hazard which may arise out of work or conditions in which work / learning is carried out; and

- Maintain a workplace environment designed to satisfy needs for safety, health and wellbeing at work / study.

These procedures provide for the following process:

- Establishing and maintaining work / learning practices which are safe and which minimise risk to health;
- Allowing all levels of ICCPM personnel to be responsible and accountable for minimising the potential for workplace injury to, and illness of, themselves and students within their area of responsibility, and where possible, mitigate the risk;
- Ensuring students are advised of the WHS requirements of their training programs and supervised accordingly;
- Ensuring the provision of appropriate instruction, information and training for ICCPM personnel and students;
- Training, placing and supervising all personnel to enable the safe performance of work / learning duties; and
- Developing and implementing preventative strategies which include workplace and job design, the identification of hazards in the workplace / learning environment and taking appropriate remedial action to control any hazards.

Any reports of sickness, accidents or workplace incidents, whether ICCPM personnel or student-related, are to be recorded on an incident report and forwarded to ICCPM's Chief Executive Officer.

8.3   Equal Employment Opportunity and Anti-Discrimination

ICCPM is committed to Equal Employment Opportunity (EEO) and Anti-Discrimination concepts and legislation.

ICCPM strives for an equal environment, based solely on merit, in an effort to ensure the absence of discrimination on the grounds of a person's race, colour, language, ethnicity, political or religious convictions, gender, marital status, impairment, age, family responsibility, family status, etc.

This equality ethos is designed to actively contribute to an enjoyable, challenging, involving, harmonious work and training environment, where each individual has the opportunity to progress to the full extent of their ability.

ICCPM is aware of EEO and Anti-Discrimination principles and practices, as they apply specifically to education and training, and will subsequently observe the following points:

- Characters (and their names) used in case studies, exercises and examples must be free from stereotypes and likelihood to cause offence;
- Material and facilitators must discourage and prevent polarisation of students;
- Training program content, processes and/or activities must include all students and avoid giving an advantage to any one individual or group over another;
- Verbal and non-verbal language must be non-discriminatory;
- Humour must be non-discriminatory; and
- Training program materials such as session plans, videos, handouts, graphics, cartoons, computer screens must be non-discriminatory and unlikely to offend.

Where a student has an impairment which may preclude him/her from successfully completing an ICCPM course and presenting for competency assessment, ICCPM will endeavour to counsel the person and provide, where possible, a pathway whereby they are able to undertake remedial work in order to successfully apply for inclusion into the course in the future.

8.4   Workplace Harassment

It is the policy of ICCPM to provide a work and training environment that is free from all forms of harassment and intimidation. ICCPM is also committed to uphold State and Commonwealth laws pertaining to harassment and EEO.

Harassment, bullying or discrimination against ICCPM personnel or students by any person under ICCPM's responsibility, is unacceptable and will not be tolerated. ICCPM recognises the rights of all personnel and students to work and learn in an environment free from harassment, bullying and unlawful discrimination.

Harassment is defined as behaviour, which is directed at an individual, or group, which is:

- Offensive, belittling, humiliating, intimidating or threatening;
- Unwelcome and unsolicited;
- Is of the type which:
    - o   Is usually unreciprocated;
    - o   Can usually be expected to be repeated;
    - o   Makes the work or study environment unpleasant, humiliating or intimidating for the individual or group; or
    - o   Can make it difficult for effective work or study to be done.
- When a requirement, which is the same for everyone, has an unfair effect on some people because of an attribute, such as race, pregnancy, gender, disability (indirect discrimination)
- Perhaps sexual in nature or based on gender, race, disability or sexual preference.

It is expected that all ICCPM personnel and course students will comply with this policy.

The various legal acts involved in harassment and discrimination makes it an offence if a person engages in unwelcome conduct in relation to the person harassed, in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed, would be offended, humiliated or intimidated.

ICCPM's (vicarious) liability for workplace harassment is minimised by virtue of the following enactments by ICCPM:

- Establishment of an effective complaints procedure;
- A guarantee provided to treat all complaints seriously and promptly;
- Provide assurances that appropriate action will be taken to address and resolve any complaints, and
- Monitoring of the workplace / learning environment and culture.

Any concerns or complaints relating to harassment should be directed through the appropriate channels outlined in 5.1 Complaints and Appeals of this handbook.

8.5 Records Management and Document Control

ICCPM uses various AVETMISS-compliant databases to maintain up-to-date and accurate student records. These records include client details and contact information, fees collected and any refunds given, as well as student details and contact information, enrolment, attendance, academic results / performance and post-course progress details.

All documentation and records are maintained in a readily identifiable and retrievable format, using suitable facilities to recognise deterioration and damage and therefore the prevention of loss. Backup of media is conducted on a regular basis and held in a secure location.

Document control involves both hardcopy and electronic media. All documents carry a version number, date and document owner.

8.6 Storage / Record Retention

ICCPM is committed to the safeguarding of all ICCPM files and records, in particular, student records.

Electronic records, including student files, are secured and regularly backed up. Hard copy student files, whether current or archived, are kept within lockable filing cabinets, accessible only by authorised ICCPM personnel. A student may access their personal records at any time under ICCPM supervision.

Soft copy student files are retained for a period of 6 months after the student has completed or withdrawn from their course. At this point, soft copies of the students record of attainment of units of competency and qualifications will be kept for a period of 30 years after the student has completed or withdrawn from their course.

8.7 Privacy Policy

The definition of "personal information" is found in Section 6(1) of the Privacy Act 1988: "*personal information means information or an opinion, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion*."

In compliance with statutory requirements, ICCPM gathers personal information to maintain accurate records on student details undertaking study with us. The confidentiality of student information and records is maintained at all times. ICCPM ensures that, except as required under ASQA data reporting (Data Provision Requirement (standard 7, Clause 7.5 and Standard 8,Clause 8.1 – 8.2) or by law, information about ICCPM personnel and students will not be disclosed to a third party without their appropriate written permission.

ICCPM is subject to audits which are carried out by the Australian Skills Quality Authority (ASQA). For the purpose of these audits your training file may be given to ASQA officers.

ICCPM recognises, at times, student's records may need to be released to relevant government departments for the purpose of student and/or provider monitoring and audit. Students are informed of this requirement prior to enrolment with ICCPM, and their signed declaration of their knowledge of this requirement is retained on file (i.e. Student Enrolment Form).

8.8 Student Records

As a student on a course with ICCPM, the student at all times will have access to their current records and personal information. If you wish to review your records or request an update be made to information relating to your records please email us at admin@iccpm.com

8.9 Media Consent

By enrolling in a course a student agrees that ICCPM may take photographs and film footage at the event, and may use the photographs and/or film footage of students for ICCPM promotional and/or commercial purposes, including for use on the ICCPM website or social media sites. Students agree that filmed material may be reproduced for those purposes, as film, audio or written quotation.

The photographs and footage will be used by ICCPM only and will not be released to any external parties. Students accept the risk that photographs and/or film footage of them may be lifted off the ICCPM website or taken from an ICCPM brochure or other publication, and reproduced on Facebook or other web sites or elsewhere, or otherwise communicated or made available to the public.

Should a student not wish to have their photo used in any ICCPM marketing material or published on our websites please contact ICCPM via phone 02 6120 5110 or email admin@iccpm.com

8.10 Advertising

ICCPM will advertise courses and training programs as appropriate. Advertisements will detail the name of the program, qualification and details of accreditation. All advertisements will comply with relevant legislative requirements for equal opportunity and access, as well as the Australian Quality Training Framework for the marketing of recognised training.

9 Intellectual Property

Intellectual Property (IP) ensures property from original thought (this may be clients, students, ICCPM personnel or ICCPM itself) is protected by law.

ICCPM clients / students own all IP which they generate, unless they enter into a written agreement with ICCPM, whereby they assign their property to ICCPM. ICCPM cannot require a student to assign any of his or her IP in order to qualify for enrolment or to remain enrolled in a course.

The IP of which ICCPM claims ownership includes:

- Databases, computer software, courseware, and related material;
- Works generated by and/or with ICCPM computer equipment or software;
- Confidential information associated with each and every item listed in this section;
- Copyright in works and materials; and
- Educational materials.