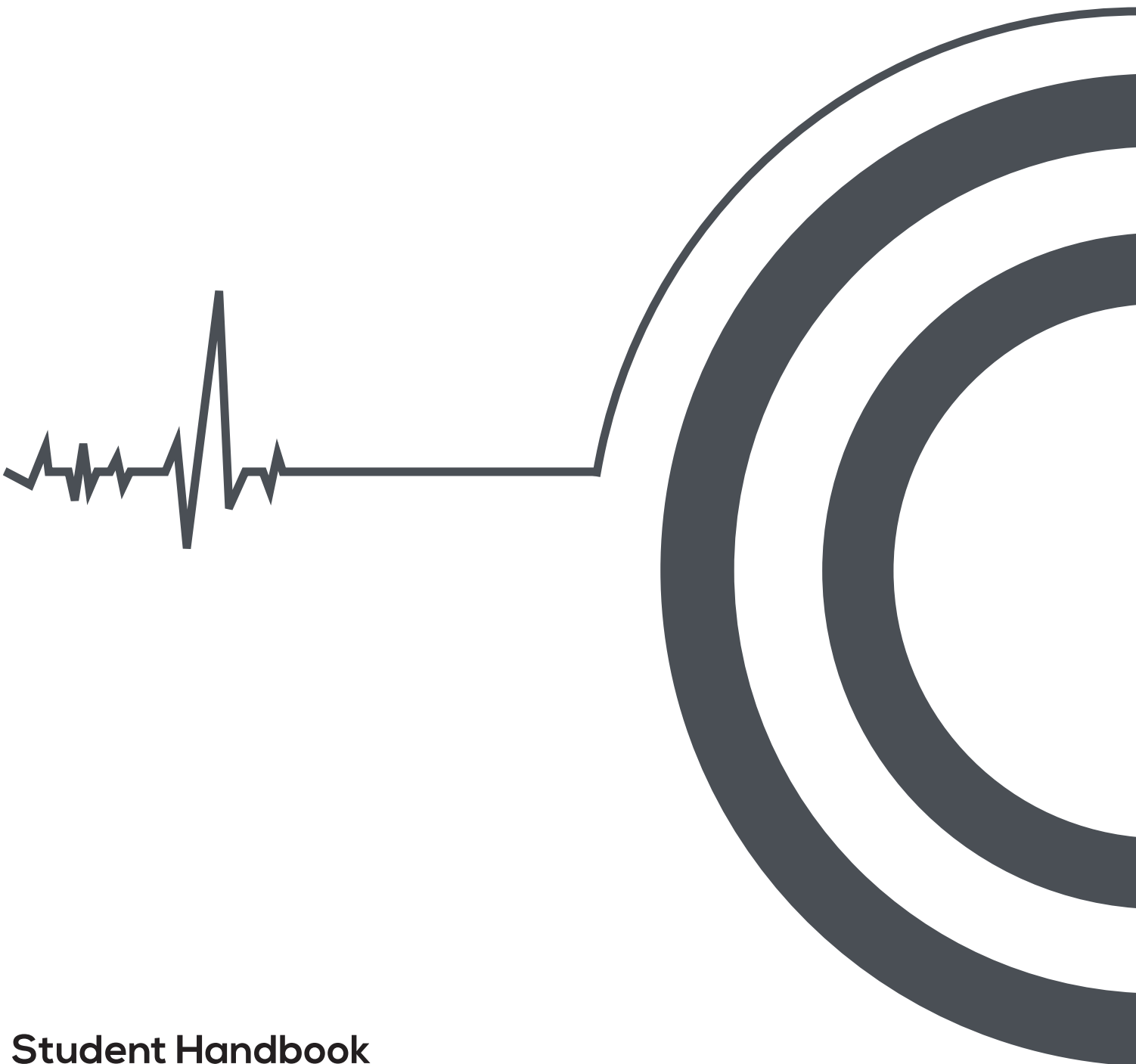




10916NAT

## Certificate IV in Responding to Project Complexity



## Message of Welcome



Thank you for choosing ICCPM to assist you in achieving your professional development.

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 support your learning experience. 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.

A handwritten signature in black ink, appearing to read 'Collin Smith', written in a cursive style.

Collin Smith

Managing Director and Chief Executive Officer

ICCPM

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## 1 Introduction

International Centre for Complex Projects Limited (ICCPM) is a registered training Organisation (RTO) (Provider No. 41394) registered with the Australian Skills Quality Authority (ASQA). ICCPM have an obligation to ensure the quality of the nationally accredited training and assessment we deliver complies at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework. To ensure compliance, we have developed comprehensive internal policies, procedures and systems that guide our compliant operations, and we must participate in audits with ASQA upon their request. As an RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

ICCPM is a recognised provider of high quality, nationally recognised training, 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 leading to qualifications, which are highly valued by employers and sought after by those developing their career.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy as outlined in this Handbook.

### 1.1 About ICCPM

ICCPM is the peak body for complex project management. It was established in 2007 by the Australian Department of Defence in response to an identified need to improve the performance of complex projects. ICCPM is an independent, not-for-profit, member-based organisation with a mandate to build capability in complex project management across all industries and to work with organisations to improve their delivery of complex projects and programs.

ICCPM maintains the Complex Project Leader Competency Standards on behalf of the Commonwealth of Australia and delivers training, communities of practice and thought leadership in line with these standards. ICCPM offers a range of accredited and non-accredited training programs that are delivered by our highly trained and experienced facilitators. ICCPM is headquartered in Canberra, Australia, with members distributed globally.

### 1.2 ICCPM Competency Standards

The Complex Project Leader Competency Standards define the skills and attributes a project professional requires to operate effectively within a complex project environment. The Competency Standards provide a validated framework for professional development and the appointment of project professionals aligned with project needs.

The standards provide a high level view of each competency, elements that contribute to each competency, and the underpinning knowledge and detailed actions that must be demonstrated to be deemed a competent complex project leader. These standards build on a foundational competency in project management but are independent of any project management methodology (PRINCE2, PMBOK, Agile etc.).

ICCPM is the custodian of the Complex Project Manager Competency Standards Version 4.1 on behalf of the Commonwealth of Australia (Department of Defence). As part of this obligation, ICCPM regularly reviews the Competency Standards to maintain their currency. These reviews includes an international public consultation process to ensure that the standards keep pace with the ever changing project environment and reflect current best practice.

### 1.3 ICCPM Membership Benefits

ICCPM is a membership-based organisation.

The ICCPM membership community is a global network of project-based organisations and like-minded professionals committed to improving complex project delivery.

ICCPM Individual Membership provides a global forum for enhanced collaboration among individuals interested in the successful management of complex projects and programs, and the development and dissemination of new knowledge. This is the ideal option for those wishing to strengthen their skills and knowledge surrounding complex projects, develop leadership capabilities and open future career opportunities.

Sign up to be an ICCPM member for discounts in our training courses. Your membership allows you exclusive access to member only resources to supplement your learning, supporting you to succeed in complex environments. Learn from industry leaders and subject matter experts. Click on the link to find out all the benefits in becoming an [ICCPM Membership](#).

### 1.4 ICCPM Contact Details

For all training enquiries please contact us by phone or email on:

Address: PO Box 327, Deakin West ACT 2600 Australia  
Phone: 02 6120 5110  
Email: [training@iccpm.com](mailto:training@iccpm.com)  
Website: [www.iccpm.com](http://www.iccpm.com)

All account enquiries should be directed to our Accounts department by email:

Email: [accounts@iccpm.com](mailto:accounts@iccpm.com)

### 1.5 Scope of registration

ICCPM delivers an industry respected accredited course.

#### Accredited Training Programs

Accredited Training is training which provides a person with a nationally recognised qualification on successful completion of the Certificate IV. It is sometimes referred to as Nationally Recognised Training and has been developed based on the National Training Package for the given industry or where a Training Package does not exist and a course has been accredited for national recognition. By undertaking a nationally recognised course, participants learn in accordance with nationally agreed industry standards. On successful completion of the course, participants receive a qualification (or statement of attainment if doing part of the course). The qualification is recognised in every state of Australia.

### 1.6 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 owns the Intellectual Property for all material, written and verbal, presented during the course. All materials provided to participants are for use during the course and cannot be reproduced or sold for use outside the specified course. All student information, workplace case studies, assignments and discussions are considered confidential material and will be treated as such by ICCPM.

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.

## 1.7 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.

### 1.7.1 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 [training@iccpm.com](mailto:training@iccpm.com)
- Phone 02 6120 5110 during business hours

### 1.7.2 Language, Literacy and Numeracy

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](mailto:nswalnc@gmail.com) // <http://www.nswalnc.org.au/>
- **Reading Writing Hotline**
  - 1300 6555 06 // <http://www.readingwritinghotline.edu.au/>

### 1.7.3 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>

### 1.7.4 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.

## 1.8 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 workshop.

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.

## **2 Course Overview**

The 10916NAT – Certificate IV in Responding to Project 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.

### **2.1 ASQA Accreditation**

ICCPM Certificate IV in Responding to Project Complexity is an accredited course and is nationally recognised and meets ASQA quality assurance requirements.

Accreditation with ASQA ensures our course is nationally recognised and meets an established industry, enterprise, educational, legislative or community need.

ASQA specifies a minimum “volume of learning” for all accredited courses. Full participation is an ASQA regulatory requirements of a Certificate IV and an important part of the cohort learning experience. The student is required to achieve competency in all four (4) core units to achieve the

10916NAT – Certificate IV in Responding to Project Complexity. There are no elective units in this qualification.

## 2.2 Entry Requirements

Entrants in the Certificate IV in Responding to Project 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.

### 2.2.1 Who should enrol

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.

## 2.3 Key outcomes

The 10916NAT - Certificate IV in Responding to Project 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.

## 2.4 Units of Competency

Students are required to successfully complete the following units in order to receive the qualification 10916NAT – Certificate IV in Responding to Project Complexity.

<b>Unit code</b>	<b>Unit title</b>	<b>Pre-requisite*</b>
<b>NAT10916001</b>	Identify and respond to complexity in project environments	Nil
<b>NAT10916002</b>	Lead through project complexity	NAT10916001 Identify and respond to complexity in project environments
<b>NAT10916003*</b>	Apply decision-making concepts and tools in complex projects	NAT10916001 Identify and respond to complexity in project environments
<b>NAT10916004*</b>	Apply systemic risk management principles and tools in complex projects	NAT10916001 Identify and respond to complexity in project environments

*NAT10916001* 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.

\* *NAT10916003 Apply decision-making concepts and tools in complex projects* and *NAT10916004 Apply systemic risk management principles and tools in complex projects* are co-requisites; the units provide complementary skills and knowledge and must be undertaken as part of the same program of training delivery and assessment.

## 2.5 Course Aim

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.

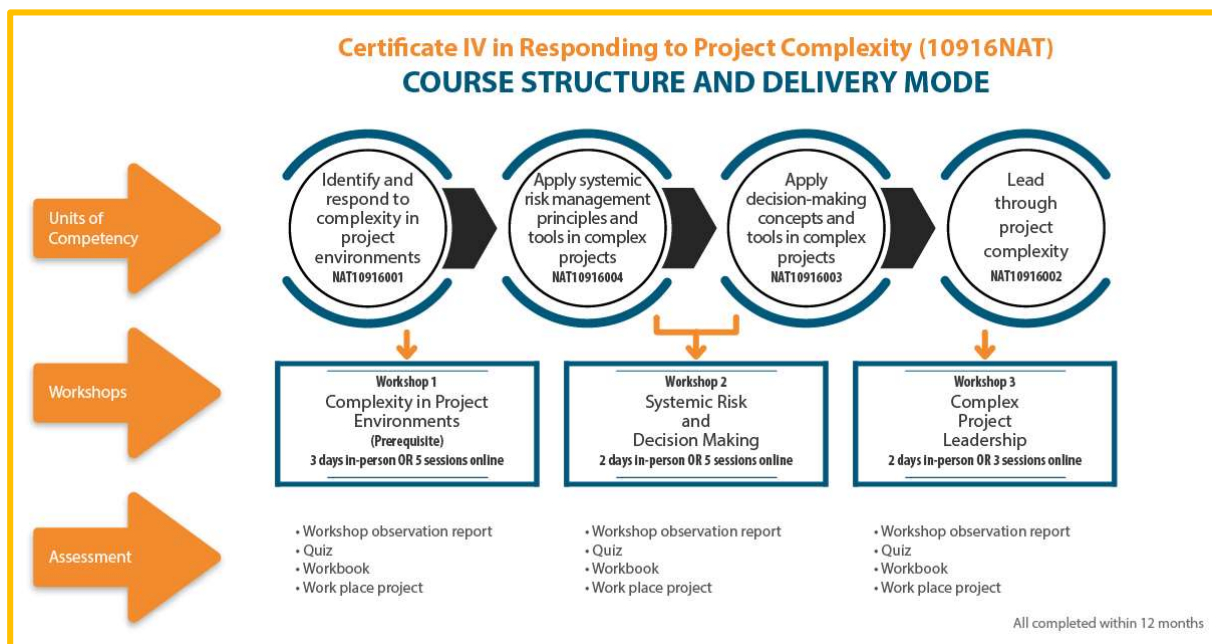
## 2.6 Course Duration

The nominal duration of the course is 12 months. It is expected that all Workshops will be delivered, and all assessment tasks will be completed within this period. With the addition of approved extensions, participants have no more than 2 years in which to complete the course.

You may apply for a deferral or an extension on your course end date (refer to [Extension requests](#) for further information).

## 2.7 Course structure

The Certificate IV in Responding to Project Complexity (10916NAT) consists of four units of competency and is delivered face-to-face or online through three workshops.



### Workshop 1: Complexity in Project Environments

This Workshop teaches 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 2: Systemic Risk and Decision Making

This Workshop teaches 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 3: Complex Project Leadership

This Workshop teaches 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.

## 2.8 Modes of Delivery and Delivery Options

ICCPM training is available for public or in-house delivery. Both options are offered through face-to-face and online delivery. The course is delivered over 3 workshops approximately 2 months apart. ICCPM uses dedicated training facilities in Australian Capital cities or venues and in-house delivery is provided by organisational customers.

ICCPM courses require a minimum of 12 participants and courses are capped at 25 participants. These limits are set for financial viability and to maximise the learning experience of the participants.

### 2.8.1 Public delivery

ICCPM uses dedicated training facilities in Australian Capital cities or venues.

The training facility will provide a good learning environment with natural light, good ventilation and temperature control, a flexible seating arrangement, projector and screen, whiteboard and flip charts. Morning tea, lunch and afternoon tea will be catered for, and water will be available all day.

### 2.8.2 Online delivery

ICCPM online courses are delivered using ICCPM Zoom Pro subscription or by the organisations preferred online subscription.

ICCPM has established an ICCPM Video Conferencing policy which outlines the requirements for the use of video conferencing platforms by ICCPM and for safeguarding webinar participants when attending events hosted by ICCPM via video conference. Refer to [ICCPM Video Conferencing policy](#)

### 2.8.3 In-house delivery

The organisational customer is responsible for providing a suitable venue and catering. The venue should provide a good learning environment with natural light, good ventilation and temperature control, a flexible seating arrangement, projector and screen, whiteboard and flip charts. Morning tea, lunch and afternoon tea should be catered for, and water should be available all day.

#### 2.8.3.1 Contextualisation

ICCPM will work with ICCPM Corporate Partners to contextualise in-house training to meet their needs within the limitations set by ASQA for a Certificate IV and without compromising the learning outcomes. This includes the use of customer case studies and examples. The decision to customise a course must be communicated at the time of booking. ICCPM is responsible for providing information related to the characteristics of suitable case studies. The customer is responsible for providing potential case studies no less than six weeks prior to the commencement of the course. ICCPM retains the right to use this material in a way that best serves the learning objectives of the course.

## 2.9 Volume of Learning

Our published training schedules represent instructor-led delivery times. However, additional reading, research, participation in webinars, project work and assessment activities may be required over the duration of their study to successfully complete the qualification. With the addition of approved extensions, participants have no more than 2 years in which to complete the course.

Attending the 56 hours of course delivery is compulsory to obtain the certification. The estimated total volume of learning for this course is 605 hours. This is comprised of:

- 56 hours of course delivery across 3 Workshops (face-to-face or online)
- 209 hours of facilitator led activities and practices
- 340 hours unsupervised reading and application of concepts in support of the course and achieving the learning objectives

## 2.10 Attendance

Full attendance is an ASQA requirements. Students must attend all facilitator face-face or online course delivery. Where a student has missed any part of facilitator led session they will be required to attend a make-up session at their own expense. Make-up session includes either attending another Course workshop, an online session or one-on-one facilitation.

Where a student misses more than 30% of a Workshop they will be considered a no-show and will need to attend and pay for a future Workshop. Further information is provided in [Section 6](#).

## 2.11 Learning outcomes

Students can have full confidence in the skills, knowledge, and professional standing of our team. ICCPM team will do everything to support your successful learning experience. Our Training meets the national standards and requirements for registration as a training organisation.

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.

## 2.12 Assessment

The assessments in this qualification contribute to each unit of Competency and all must be assessed as competent to obtain the Certificate IV in Responding to Project Complexity. Each unit of Competency involves practical tasks and presentations, student activities workbook, quiz, and a workplace project.

Refer to [Training and Assessment](#), for further information.

## 2.13 Documents issued on successful completion

10916NAT – Certificate IV in Responding to Project Complexity

- Testamur
- Record of results

## 2.14 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 [training@iccpm.com](mailto:training@iccpm.com) or phone 02 6120 5110.

## 2.15 Feedback

ICCPM values all feedback from our members, partners, community, and course participants. All responses remain confidential. Feedback helps ICCPM to identify ways to continuously improve our training products and services, further support our students and your experiences with ICCPM.

ICCPM uses a likert response scale in which responders specify their level of agreement to a statement typically in five points: (1) Strongly disagree; (2) Disagree; (3) Neutral; (4) Agree; (5) Strongly agree.

Students will also have an opportunity to provide feedback after attending each workshop delivery.

### 2.15.1 SADI Grant Scheme

The SADI Grant scheme requires the grantee to report back on the progress of each workshop delivery for SADI participants, therefore a condition of enrolling in a SADI funded course is that participants agree to providing feedback after each workshop delivery.

## 2.16 Course 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.

## 3 Enrolment Process

The enrolment process is different for Public and in-house courses.

Public courses are advertised on our website and are subject to change if the minimum number of enrolments are not met. To ensure our course reaches the minimum number of participants (12) ICCPM has an online form for interested participants to register for an advertised course for either face-to-face or online training. Click [here](#) to complete the online form

In house course dates and locations are negotiated with the organisation (your employer). Refer to [In-House Enrolment](#)

When the course is confirmed with the minimum enrolled students you will be emailed a secure link to our online enrolment form. Completing the online enrolment form allows your details to be securely entered in our reporting process for ASQA reporting requirement (refer to [Collection of personal information](#), for further information). Your completed enrolment form will be processed online through [ICCPM Student Portal](#). The student portal is hosted by JobreadyPlus platform which is an Information Security Management System (ISMS) that is certified to meet the ISO 27001 global standard. JobReadyPlus monitors students' progress throughout the course and ensures as an RTO we are compliant with all our reporting requirements. Refer to [ICCPM student Portal](#) for further information.

All participants are required to confirm they have read ICCPM Student Handbook, ICCPM Privacy policy and Terms and Conditions prior to submitting their enrolment.

Upon receipt of your enrolment a confirmation letter containing your course details and additional information regarding commencement of qualification will be emailed to you 21 days prior to the course start date. An invoice will also be issued for the course fees along with instructions regarding payment of course fees (refer to course costs).

### 3.1 Unique Student Identifier (USI)

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

All students enrolling in the Certificate IV in Responding to Project Complexity must have a USI prior to enrolment. Students can access their USI account online from a computer, tablet, or smart phone anywhere and anytime.

Click here to [find or create your USI](#). (a USI only needs to be created once. Applying for a USI is completely free, and application should only take a few minutes.)

***Note that training organisations cannot issue a certificate until the USI is provided.***

If you have any questions, you can contact us on 02 6120 5110 or [training@iccpm.com](mailto:training@iccpm.com)

### 3.2 In-House Enrolment

In house courses are booked at the organisational level. Dates and locations are negotiated with the Organisation (your employer) ICCPM requires a minimum of 12 participants for an in-house course. The minimum is set for financial viability and to maximise the learning experience of the participants. The maximum number of participants has been set at 25. Courses of more than 20 participants can be delivered with the support of a second facilitator. If a second facilitator is contracted, the financial commitment will then be a minimum of 21 participants.

ICCPM requires final numbers and a list of participants no later than 21 days from the commencement of the course. This time is required for ICCPM to distribute course materials, including pre-reading, to participants.

The companies' single point of contact (PoC) will provide ICCPM with your contact details.

The nominated employee must have a Unique Student Identifier prior to enrolling, [refer to USI](#) for further details. A secure link will be emailed to the participant to complete an online enrolment form through ICCPM Student Portal [refer to Public Enrolment](#).

### 3.3 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 [marcomms@iccpm.com](mailto:marcomms@iccpm.com)

### 3.4 ICCPM's Video Conferencing Policy

ICCPM policy establishes requirements for the use of video conferencing platforms by ICCPM and for safeguarding webinar participants when attending workshops hosted by ICCPM via video conference. [ICCPM's Video Conferencing Policy](#) is available on ICCPM Website and it is mandatory for all participants registering for online training to acknowledge and accept the policy, prior to registration.

## 4 Conditions of Course Changes

ICCPM understands that because of changing work obligations, health, and other extenuating circumstances students sometimes need to change their course date.

ICCPM reserves the right to cancel or postpone the date of any face to face, online or In-house delivery component should the minimum required number of enrolments (12) not be achieved or maintained for subsequent units. ICCPM shall communicate any such changes within a minimum of 12 business days prior to the scheduled delivery 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 student transfer your payment will be kept as a credit transaction allowing you 12 months following enrolment date to book face-to-face or online 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.

#### **4.1 Conditions of student Transfers / Withdrawals / Cancellations**

Student withdrawals, cancellations or transfers are required to be communicated to ICCPM a minimum of 21 business days before the commencement of the course.

Students who cancel or withdraw for any reason not less than 21 business days prior to the commencement of a course or unit will be entitled to a full refund.

Where a student cancels or withdraws less than 7 business days prior to the commencement of the course or unit they will incur an additional \$120 administration fee. Refer to Refund Policy

#### **4.2 In-House Transfer to public course**

Where a student has not attended a Unit/s of Competency the student will need to transfer to a public course. Refer to [Transfer to a public course](#) for full fee requirements.

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. Refer to [Substitutions, transfers and withdrawals](#)

All in-house transfers to a Public course must refer to [Public course conditions](#)

##### **4.2.1 In-house Substitutions**

Substitutions are possible if the organisation notifies ICCPM at least 48 hours (2 business days) prior to the course start date.

Substitutions are possible with the following conditions:

- a) All substitutions should be communicated to ICCPM a minimum of 7 business days before the commencement of the course. Any withdrawals less than 7 business days prior to the commencement of the course will incur a \$120 administration fee.

Full terms and Conditions are available on [ICCPM website](#) and are provided to the hosting Organisation at the time of booking.

##### **4.2.2 Student cancellations / withdrawal for In-House**

Where a student's employer has paid for their enrolment, the student is responsible to inform ICCPM of their intent to withdraw or cancel their enrolment within 7 business days prior to the commencement of the course or unit.

Any withdrawals less than 7 business days prior to the commencement of the course will incur a \$120 administration fee.

It is at the discretion of the student's employer if they choose to charge the student for any financial loss.

## 5 Training and Assessment

Students can have full confidence in the skills, knowledge, and professional standing of our team. ICCPM team will do everything to support your successful learning experience. Our Training meets the national standards and requirements for registration as a training organisation.

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.

### 5.1 Course Material

ICCPM ensures that all possible resources are made available to help students achieve the standard of competency required. The material we provide you is primarily designed for use as learning resources during and after the course.

As a student it is your responsibility to read and familiarise yourself with the study guide and assessment guide prior to each workshop to ensure you understand the information contained in the guides. Access to pre-read course material is released in PDF documents 10 business days prior to the workshop through the ICCPM Student Portal. Your facilitator will explain the content of the guide at the beginning of the workshop.

#### 5.1.1 Student study guide

The study guide is a resource for you to use and keep and is designed to aid your learning. It is intended to be used as follows:

- Pre-reading to establish context for you before attending the workshop;
- A useful guide during the workshop as you cover the materials presented
- Support for you in post workshop application of the learning; and
- Continuation of your learning and use of the principles and models that are presented during the workshop as you prepare for the remaining units.

This document provides detailed information for the unit of study and is expected to be read prior to the workshop.

#### 5.1.2 Student Assessment guide

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 and the requirements for the student to achieve Competency for each unit of competency.

The Student Assessment Guide provides important 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.

### 5.1.3 Templates and Power Point slides

At the beginning of each workshop the following course material will be released through the ICCPM Student Portal:

- Power Point slide presentation (PDF)
- Student Activity Workbook (word editable template)
- Quiz (word editable template)
- Workplace Project Cover Sheet (word editable template)

Please contact ICCPM if you do not understand or are unsure about what is required.

## 5.2 ICCPM Facilitators

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.

### About ICCPM Facilitators:

#### **Collin Smith:**

Collin is the ICCPM CEO. He has a Master of Business Administration, Bachelor of Business Administration, Prince II Project Management Certificate, Cert IV Vocational Training and Assessment, Prosci Change Management Practitioner, Lean Six Sigma black belt. 23 years of experience in a variety of senior roles. 8 years as a director and principle consultant for a boutique business transformation management consultancy in South Africa (strategy development, organisational change, process improvement). Collin's Australian experience includes working for Queensland University of Technology where he program managed QUT's Executive MBA in Complex Project Leadership in Canberra as well as customised corporate and public executive education courses, mentoring and coaching programs. Collin was a principal consultant and business transformation practice lead (focusing on cultural / behavioural change) for a local Canberra based consulting firm before joining ICCPM.

#### **Dr Richard Barber:**

Doctor of Philosophy (risk management, project management, leadership), Master of Business Administration (project management), Bachelor of Engineering (Electrical). Richard is the managing director at RiskIQ, a small, growing business that brings together a network of highly capable, experienced, systems-thinking professionals. Together, we use applied systems thinking to help leaders and organisations thrive in this complex, constantly changing and uncertain world. With 30+ years in leadership roles including as a CEO, on boards and in major projects, 8 years of PhD research and 15 years as a consultant to boards and executives, Richard bring together theory and practice.

#### **Patrick Albina:**

Executive Masters of Business (Complex Project Management & Leadership), Master of Research (Aerospace Engineering), Bachelor of Engineering (Aeronautical), Graduate Diploma (test & evaluation), Certificate IV in Training & Assessment. The founder and director of Quintessential Coaching. Drawing on more than 20 years of international defence industry experience, Patrick blends his engineering background with the latest in contemporary leadership and management thinking, offering executive coaching and management consulting. An expert in understanding how today's project environment impacts work performance.

### **Dr Erin Evans**

Dr Evans holds a Bachelor of Applied Science, a Master of Business Administration, and a Phd. Erin's work focuses on developing organisational strategies, systems, and capabilities for leaders working in complex environments to make them more successful globally. She specialises in applying systems thinking and complexity-based approaches in practical ways to improve leadership capability, performance and strategic outcomes. She is a specialist educator, thought leader and consultant in this field.

## **5.3 Participation**

Students enrolled in our course are required to attend all scheduled workshops and complete four assessment tasks for each unit of competency to be eligible for the Certificate. Full participation is an ASQA requirement for accredited training and an important part of the cohort learning experience.

Each course delivered by ICCPM has specific resource requirements for delivery. These include physical resources and human resources. All course resources are accessible through the ICCPM Student Portal before training commences.

### **5.3.1 Online delivery**

Students enrolling in online delivery are required to have access to the following resources:

- Access to a computer with speakers, microphone, and webcam – built-in or USB plug-in or wireless Bluetooth.
- An internet connection with sufficient bandwidth to accommodate audio-visual participation in the facilitated online workshop delivery of the course curriculum.
- A private remote workspace from which you can participate in the online workshops without interruption. Please note the online workshops are interactive and you will be required to join in the conversation and at times present back to the group. A pair of headphones, while not compulsory, may be useful for this purpose.

If you do not have access to all these requirements, please contact ICCPM prior to enrolment.

### **5.3.2 Face-to-face Delivery**

To participate in face-to-face delivery students will be provided with a pen, notebook, and printed course material. You are required to wear neat, casual attire.

### **5.3.3 In-House delivery**

The organisation is responsible for providing participants with the required equipment and resources to participate in the course, unless otherwise pre-arranged with ICCPM.

## **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 and Outcomes:

Assessment during the unit will be undertaken in two modes:

- The **formative assessment** will be ongoing during the workshop and will measure your involvement in applied exercises and class interaction. The activities are designed to assess your knowledge gained from a particular learning area or technique and provide an opportunity for you to experiment with the techniques in a safe and controlled environment.
- **Summative assessment** will consist of a combination of workbook activities, short answer responses; and a workplace project; applying the tools, techniques and principles taught throughout the unit. The aim of this assessment is to ensure you have gained the essential knowledge and skills specified in the unit of competency.

The units of competency for the 10195NAT – Certificate IV in Responding to Project Complexity are not graded. Units of competency are reported as ‘Competent’ or ‘Not Yet Competent’. Students will be assessed by a qualified assessor and the outcome of the assessment task will be provided via email.

To gain Competency in each unit of Competency you must successfully complete each assessment task and be assessed as ‘Competent’.

- **Competent** – when the student can demonstrate competency in all learning outcomes
  - A student is deemed to be competent in a unit of competency when all four (4) assessment tasks have successfully been completed.
- **Not Yet Competent** – when the student has not yet demonstrated competency in all requirements
  - If the student fails to demonstrate competency from their original submission of an assessment task, they will be given one more attempt to resubmit. If after your second attempt, you are deemed ‘Not Yet Competent’ they will be marked as such and have to repeat the unit.

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

### 5.5.1 Resubmissions

If an ICCPM assessor deems your first submission as Not Yet Competent you will have one more opportunity to resubmit your assessment task, addressing the Assessor's feedback. Resubmissions are required within 10 business days of being assessed not Yet Competent.

If after your second attempt you are deemed ‘Not Yet Competent’ you will be marked as such for the unit of competency. If you wish to gain the Certificate IV in Responding to Project Complexity you will be required to re-enrol and re-do the relevant unit/s.

## 5.6 Assessment tasks

For each unit of Competency the following assessment tasks are required to be assessed as competent in order to gain Competency in the unit

- **Assessment Task 1: Observation Report**  
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 Facilitator using an observation checklist.

- **Assessment Task 2: Student Activities Workbook**  
Complete a workbook applying tools and techniques learnt (simulated work environment) and to be submitted within 10 business days after each workshop for marking.
- **Assessment Task 3: Quiz:**  
Complete a written quiz testing knowledge of theory and to be submitted within 10 business days after each workshop for marking.
- **Assessment Task 4: Workplace Project:**  
Develop a report based on applying tools and techniques learnt to a workplace project as an individual assignment and to be submitted within 12 (twelve) months after the first initial workshop.  
The workplace project is a summative assessment required to demonstrate competence. [Group Work](#) will not be accepted. If you are deemed 'Not Yet Competent' after the first attempt, you will have one opportunity to resubmit the Workplace Project.

## 5.7 Uploading assessment tasks

To ensure authenticity of a student's submission assessment tasks will only be accepted through the ICCPM Student Portal with a signed cover sheet as a Portable Document Format (PDF) with the correct file name.

ICCPM will not accept other electronic formats such as: MS Word, MS Excel, MS PowerPoint, MS Project, MS Publisher, JPEG, GIF, TIFF, PNG or camera photos of documents. Any Images must be of high quality. We will **not** accept poor quality scanned images.

## 5.8 Extension requests

Occasionally there are situations and circumstances (extenuating circumstances) which may affect a student's ability to complete an assessment task by the specified due date. Under such circumstances, the student may request an extension. Should such a request be required an extension / deferral form must be submitted within a timely manner. The forms are available on the ICCPM student portal, or emailed if requested.

Submission of the form does not automatically qualify the applicant for an extension.

If approved, an extension means that you may have an extension granted beyond the original submission due date and or course date, to complete your assessment items.

### 5.8.1 Assessment extension

If a student is unable to submit an assessment task by the due date, they are required to contact ICCPM as soon as possible to request an extension on the submission due date, with a proposed date for consideration. ICCPM will respond to the request within 48 hours of receiving the request and email you the agreed extension date.

### 5.8.2 Course / Deferral extension

Where deferral or extensions are granted the student may be required to submit additional assessment tasks 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.

## 5.9 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](http://www.harvardgenerator.com)

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

## 5.10 Group Work

Given that the nature of the various frameworks and or tools covered in the course are group-based activities, it is possible that the same activity artefact may be included across different submissions from individuals from the same project team. However, while individual submissions may contain similar artefacts to that of other student submissions, they must not be identical reports.

Demonstrated individual work is a prerequisite for this assessment and it is expected that individual workplace projects from members of the same team must be significantly different from each other.

Workplace Projects must be completed and submitted individually.

**Group work submissions will not be accepted.**

**For further detailed information on assessments please refer to the Student Assessment Guide for each unit of competency accessible via the ICCPM student portal.**

## 6 ICCPM Student Portal

Once you have successfully enrolled in an ICCPM course you will receive an email with your username and password to access the [ICCPM Student Portal \(www.iccpm.jobreadyrto.com.au\)](http://www.iccpm.jobreadyrto.com.au).

Students are given access to all course material through the ICCPM student portal. The portal gives students immediate access to check on their course progress, view scheduled timetable and download course material and submit assignments. The portal allows the student to engage online 24 hours a day, 7 days a week:

- View the progress of your Enrolment
- Check your personal Timetable
- Review your Contact details
- Access Course resources and assessments
- Access all Letters and other Documents that ICCPM have issued to you
- Upload assessment tasks

### 6.1 Web browser compatibility

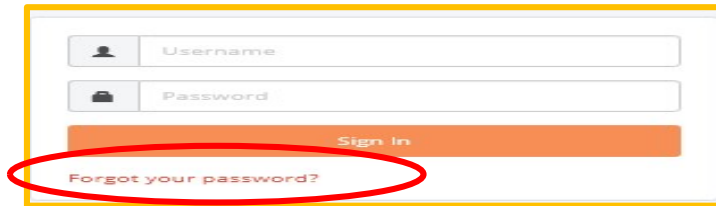
To ensure full access to the course material you are recommended to use one of the following web browsers when accessing the portal.

- Google Chrome
- Firefox

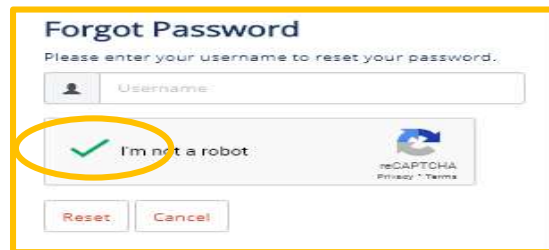
## 6.2 Resetting Password

If you have forgotten your password, you can easily reset it on the [ICCPM Student Portal](#) login page.

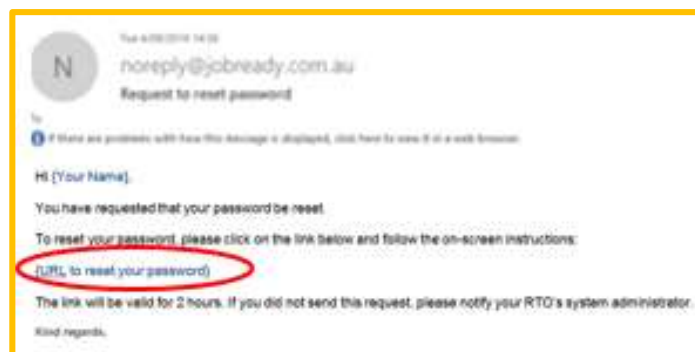
1. Click "**Forgot your password?**"



2. You will be prompted to enter your **username** and confirm **you are not a robot**.



3. Click 'I'm not a robot'
  4. You will be prompted to select certain squares, then click verify.
  5. Click "**Reset**".
  6. A message will display that an email has been sent to your email address.
  7. An email \* will be sent to your email address with a link to reset your password from [noreply@jobready.com.au](mailto:noreply@jobready.com.au)
- \*Check your spam / junk folder if you are unable to locate the email in your inbox.  
Note: the link to reset your password is valid for only 2 hours.
8. Contact ICCPM training coordinator if you do not receive the email within the hour



9. **Click** on the URL **link to reset your password**.
10. Enter in your new **password** and **save**.
  - a. Password must be between 9 - 50 characters and contain upper and lower case letters, numbers and at least one symbolic character

## 7 Fees and Refunds

Course fees can be paid using all major credit or debit cards via a secure payment gateway (surcharge applies) or by bank account transfer.

Students and organisational customers are advised of all costs before enrolment. ICCPM Members and Corporate partners are eligible for training discounts. Refer to our website to become an [ICCPM Member](#) today.



Corporate Partners can request an invoice using their elective benefits through their Corporate Partner rates. Further details are available on ICCPM website under [pricing](#).

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.

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 PayPal/e-way confirming payment.

### 7.1 In-house payments

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 or online training course before invoicing the course fee.

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.

### 7.2 Payment Methods

Course fees can be paid at the point of enrolment via e-way's secure online payment process or PayPal ([surcharge fees apply](#)). Otherwise, they can be paid by bank account transfer. In all cases, payment must be received prior to start of training.

The chosen payment gateway 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. A receipt will be sent to you by email from your chosen payment gateway confirming payment.

- **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.

#### 7.2.1 Surcharge fees

A **1.9% surcharge fee** is applied to the course/unit cost when paying through Pay pal or e/way payment gateway.

### 7.3 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.

## 7.4 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.

## 7.5 Cooling off Period

Students may cancel their enrolment 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.

## 7.6 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).

## 7.7 Non-attendance to training workshop

If a student fails to attend the course on which they are enrolled in without giving prior notice not less than 7 business days before the commencement of the course, ICCPM are unable to refund the course fees or offer a transfer and an additional \$120 administration fee will apply.

### 7.7.1 Make-up sessions

Where a student has missed any part of a workshop the following make-up options are available:

- a) Online delivery - \$250 /hr per person
- b) Face-to-face delivery - \$250/hr per person (minimum 1 day) + facilitator travel expenses

## 7.8 Public course fee conditions

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.

Course fees will be invoiced at time of enrolment and must be paid 12 business days prior to attendance of the scheduled training workshop. Students paying fees will be issued with an official receipt and should be kept as proof of payment.

### 7.8.1 Student transfer to alternative public course/unit delivery

Where ICCPM has confirmed a student transfer your payment will be kept as a credit transaction allowing you 12 months following enrolment date to book face-to-face or online training courses. Refer to Change Form

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.

Students who request a transfer to a different course or unit prior to the original enrolled course confirmed delivery date will be liable to pay additional fees:

- **21 business 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.
- **21 business days but not less than 15 business 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**.
- **15 business days but not less than 7 business 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.
- **less than 7 business 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.

## 7.9 Student Cancellations / Withdrawals

Where a Student gives notice of withdrawal or cancellation of the course / unit:

- not less than **15 business days** prior to the commencement of a course or unit will be entitled to a 75% refund of fees paid.
- less than **15 business days** prior to the commencement of a course or unit will not be entitled to a refund.

## 7.10 In-House fee conditions

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 or online training course before invoicing the course fee.

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.

### 7.10.1 In-House student transfers to public course

A student can transfer from an in-house course to a public course subject to availability and payment of the difference in tuition fees as indicated below:

- \$630 Cert IV, per person;
- \$305 *Complexity in Project Environments*, per person;
- \$195 *Systemic Risk and Decision Making*, per person;
- \$195 *Lead through Project Complexity*, per person.

All other terms and conditions regarding [payment fees and refunds apply](#).

## 8 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.

ICCPM's [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.

### 8.1 Conditions of issuing refunds:

- 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 stated in this Student Handbook.

### 8.2 Refunds shall not be issued in the following circumstances:

Under no circumstances can fees be refunded if:

- The student changes their mind other than during the cool-off period;
- The student has not informed ICCPM of their withdrawal, transfer as stated in section [Course changes](#);
- The student's fails to arrive at the scheduled workshop without the required notice or substitution.
- The student has attended a course workshop and or submitted any assessments for marking.
- 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.
- The student has been issued with a Qualification and Statement of Results or Statement of Attainment

Under no circumstances can fees be refunded to a student if the fees were paid directly by an organisational customer.

### 8.3 Requesting a Refund

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.

Refunds will be processed within 28 business days of receiving your request via bank transfer to the original payer subject to the following conditions. [Fees and charges may apply](#).

Please contact ICCPM by email [accounts@iccpm.com](mailto:accounts@iccpm.com) or by telephone +61 2 6120 5110 for a refund request form.

Forward the completed and signed form to ICCPM by email to [accounts@iccpm.com](mailto:accounts@iccpm.com) or by post to:

ICCPM  
PO Box 327  
Deakin West ACT 2600

## 9 Rights and Obligations

### 9.1 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.

ICCPM reserves the right to cancel or postpone the date of any face-to-face delivery component should the minimum required number of enrolments (12) not be achieved or maintained for subsequent units. ICCPM shall communicate any such changes within a minimum of 12 business days prior to the scheduled delivery date.

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, or
- obtain a particular employment outcome unless this is in the control of the RTO.

### 9.2 Students Rights and 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; and
- not allow anyone else to access the ICCPM Student Portal via your log-in details; and 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 facilitators. In these circumstances, ICCPM will neither refund any fees nor reimburse any other costs.
- All Work Place Project Reports received by ICCPM are treated as strictly confidential and are not made accessible to anyone except where necessary for the purposes of student administration and assessment marking. Every effort is made to store and protect the WPP report related data in a secure and responsible manner. Regardless, students should consider their own employer's policy restrictions in relation to sharable information and are advised not to include any information that may be of a sensitive, confidential, secretive or proprietary nature without prior approval from their employer. To aid the protection of information contained in WPP reports students are permitted, if necessary, to deidentify WPP report information by using pseudonyms etc.

### 9.2.1 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.

The information that you discuss during the workshop is your responsibility and you are reminded to be mindful of sharing confidential or private company information in an open environment.

All questions, comments and examples put forward by students to ICCPM are considered confidential and will be treated as such by ICCPM.

### 9.3 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 upon request. No fee is charged if a student changes only their personal details.

#### 9.3.1 Change of Employment

Where a student is enrolled through their employer and changes employment companies during the course the Student is responsible to notify ICCPM as soon as possible.

### 9.4 Organisation/Corporate Obligations

The organisation is responsible for providing each participant with the required equipment in order to participate in the training course, unless otherwise agreed with ICCPM, prior to the training delivery contract being signed.

## 10 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 ICCPM 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.

### 10.1 Informal Appeal Procedure

In the first instance the student must contact ICCPM to request a re-evaluation of the assessment decision. ICCPM 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.

### 10.2 Formal Appeal Procedure

In the event that you have approached ICCPM regarding an assessment result and you are still dissatisfied with ICCPM'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 [training@iccpm.com](mailto:training@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.

## **11 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.*

### **11.1 Full Qualification**

A formal testamur is awarded to a student who successfully completes the full requirements of the qualification in which they are enrolled. Successful completion means that all nominated units have been deemed 'competent'.

To be issued with a full qualification a student must successfully complete all qualification requirements (core units and required electives).

## **11.2 Statement of Attainment**

The issuance of a statement of attainment recognises that students do not always study a whole qualification in which they are enrolled. They may choose to complete only a unit or units of competence from a qualification or part of qualification.

To be issued with a Statement of Attainment a student must be assessed as Competent in one or more units of Competency within the qualification.



### 11.3 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 contact ICCPM to discuss further.

## 12 Management and Administration

### 12.1 Legislative Requirements

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

<ul style="list-style-type: none"> <li>• National Vocational Education and Training Regulator Act 2011;</li> <li>• Work Health and Safety Act 2011;</li> <li>• Anti-Discrimination Act 1991;</li> </ul>	<ul style="list-style-type: none"> <li>• Information Privacy Act 2014;</li> <li>• Copyright Act 1968; and</li> <li>• Children and Young Persons (Care and Protection) Act 2008.</li> </ul>
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ICCPM operates in accordance with each of these legislative and regulatory requirements, where appropriate, incorporating them into ICCPM policies and procedures.

### 12.2 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.

### 12.3 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:
  - Is usually unreciprocated;
  - Can usually be expected to be repeated;
  - Makes the work or study environment unpleasant, humiliating or intimidating for the individual or group; or
  - 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.

## 13 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).

### **13.1 Collection of personal information**

In order to process your enrolment, ICCPM is required to collect personal information from you such as: your name; Unique Student Identifier; date of birth; contact details; training outcomes and performance; sensitive personal information (including my ethnicity or health information).

### **13.2 Sharing of personal information**

ICCPM ensures that, except as required under the Standards of the National VET Regulator 2011 or any other relevant legislation or by law, information about a client is not disclosed to a third party without the written consent of the client.

Upon enrolment, you will be required to complete a privacy consent declaration enabling ICCPM to disclose your personal information to Commonwealth, State and Territory regulatory agencies, and other government agencies. Your privacy declaration will consent for the relevant government agencies to use your personal information for any purpose relating to the exercise of their government functions. Your personal information may also be disclosed to other third parties if required by law.

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.

ICCPM corporate partners sign a Non-Disclosure Agreement so as to protect each party working with confidential information don't disclose it to an unauthorised third party. By signing an NDA, parties agree to keep the other party's information private. Breaking a non-disclosure agreement may result in the owner of the confidential information taking legal action.

All student information, workplace case studies, assignments and discussions are considered confidential material and will be treated as such by ICCPM

All Participant lists are considered confidential and will not be disclosed by ICCPM without the permission of Participants.

## 14 Record Management

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.

### 14.1 AVETMISS Reporting

AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard that ensures consistent and accurate capture and reporting of VET information about students.

The National Centre for Vocational Education Research (NCVER) is the custodian of the standard.

ICCPM submits AVETMISS reports to NCVER annually. These reports include all student and training data including:

- age, sex and other demographic information
- Indigenous and disability information
- geographic location
- type of provider (for example, government or private)
- location of training delivery
- enrolments in units of competency, as part of a qualification, and modules as part of courses
- how it was studied (for example, classroom, workplace or online)
- how it was funded
- the results obtained for unit/module (outcome)

This reporting is made under the authority of the Data Provision Requirements that are established by agreement of Training Ministers across Australia under the National Vocational Education and Training Regulator Act 2011.

### 14.2 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 [training@iccpm.com](mailto:training@iccpm.com)