



ACIMSolutions

Australian Centre for Investigation, Incident & Management Solutions

STUDENT HANDBOOK

November 2025

At ACIM Solutions we pride ourselves on providing a range of services to support our clients to meet their individual career development goals as well as supporting organisational clients to build capability, confidence and positive behaviours in their teams.

ACIM Solutions offers the following services to our clients:

Nationally accredited training

We are a Registered Training Organisation (#41002) and a niche provider of learning and development programs offering tailored and nationally accredited training programs for those working in regulatory roles, emergency management and the community sectors.

We deliver flexible training options through face to face and virtual workshops, self-paced learning online, RPL and blended programs.

We are committed to integrating individual organisational needs and align legislative and organisational policy frameworks to achieve the best outcome for our clients.

Tailored short courses

We also offer a range of interactive short courses to develop people management and non-technical skills for both private and public sector groups and individuals.

These short courses are available in full and half day formats and can also be delivered in face to face or interactive virtual classroom workshops.

Governance and policy reviews

ACIM Solutions also offer governance, grievance, disciplinary advice as well as policy and process reviews for both public and private sector organisations. We also provide comprehensive review services for regulatory agencies on investigation and compliance process mapping to the Australian Government Investigation Standards (2022) and best practice risk-based regulation approaches.

Employee conduct review services for public sector

We provide services for government sector agencies as part of responding to internal and external complaints and grievances or matters reported under Protected Disclosure provisions.

ACIMS has chosen to maintain accreditation under ISO:9001 (Quality Management Systems). We are a preferred supplier for NSW government and have numerous repeating contracts with government organisations across Australia.

WELCOME TO ACIM SOLUTIONS

Welcome to ACIM Solutions.

This handbook does not provide specific information about your program. Program information is available via our website, in your participant information kit or individual learning plan provided to you as part of enrolment.

This handbook aims to help you know what to expect when you train with ACIM Solutions, including how we work to provide you with information about our services and processes as part of providing you a safe, fair and supported learning environment.

We hope it assists you in understanding more about:

- Our code of conduct
- Your rights and responsibilities as a student
- Keeping you safe and your information private
- Our registration and enrolment process
- Fees and refunds
- Language, literacy, numeracy and digital skills requirements
- Student support and wellbeing services
- Training and assessment processes
- Guidance on use of AI tools
- Making complaints and appeals
- Who you can talk to about different things.

You need to:

- Read this handbook carefully. Part of your enrolment is agreeing that you understand how ACIMS works and what is expected of you.
- Ask questions about anything that is unclear.
- Follow the processes and expectations set out in this handbook.

We look forward to working with you and helping you to achieve your learning goals.

Philippa Woolf

CEO ACIM Solutions

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ABOUT ACIMS



Our Mission

At ACIM Solutions our mission is to be a nationally recognised leader in high-quality, industry-informed training that builds confident professionals and strengthens organisational capability across the investigation and public safety service sectors.



Our Values

At ACIM Solutions we share values that can be clearly seen in the way we work with each other, our clients and our students.

- **Positive relationships.** We communicate in a way that is inclusive and respectful of each person. We value and encourage the contribution of industry. We take responsibility for our words and actions and endeavour to understand the view and experiences of others. We act honestly and openly with integrity, to ensure relationships grow in trust.
- **Passion and professionalism.** We are motivated to help others solve problems, to build industry capability, to share learning and experiences, and to deliver services with enthusiasm and professionalism.
- **Quality and continuous improvement.** We strive to learn from each interaction, activity and challenge we face. We listen to feedback, think systematically and look for opportunities to grow and strengthen our organisation and services.

IMPORTANT CONTACT DETAILS



The ACIM Solutions Head Office is in Newcastle NSW, however we have team members and facilitators based around most states in Australia and in New Zealand.

If you need to get in touch with us to talk about your training or another query, you can get in touch using any of the following methods:

Phone: 1300 224 677 (select the right person from the menu offered)

Email: contact@acimsolutions.com.au (please expect a reply within 3 business days)

Postal: PO Box 3190 Valentine NSW 2280

Who should I talk to?

I need to talk to someone about...	Person
<ul style="list-style-type: none">• Program administration:• Course information• Registration difficulties• Learning resources• Online platform support• Assessments and extensions• Changes to enrolment• Payment for programs• Certificates	Danielle Cook danielle@acimsolutions.com.au Monday – Friday
Student support and wellbeing Individual student study programs	Jennifer Hune Jennifer@acimsolutions.com.au Wednesday and Thursday
Complaints and appeals	Tony Pinelli tony@acimsolutions.com.au Monday - Friday

You may also be provided with alternate contact details for your facilitators once you commence your program.

Operating Hours

ACIM Solutions office hours are generally 9.00am to 5.00pm Monday to Friday, however training courses and assessment activities are scheduled 7 days a week both daytime and evening, depending on the needs of different clients.

We do have a duty officer for **emergency calls** that come through 1300 224 677 after hours.

Our commitment is to reply to all emails within 3 business days, although we usually reply in a much shorter time frame.



ELECTRONIC SYSTEMS AND SITES

Website:

www.acimsolutions.com.au

The website has general information about our programs and allows for your initial student enquiry and registration.

Key information is publicly made available, including this student handbook, information about fees, and information focused on student support and wellbeing.

Vet Campus:

<https://training.acimsolutions.com.au/user/sign-in.cfm?>

Unique and secure user login

Our student management system is a secure cloud based Australian system. We recommend you use a browser such as Google Chrome for best performance.

Your student details and access to past training and certificates are available when you log into Vet Campus.

This platform is where you will access your current program and learning resources. Each program has an area for submission and return of marked assessments.

Vet Campus sends some automated emails regarding your progress. We recommend you check your email security and spam settings to avoid missing out on these.

Your personal information held in this system is restricted access and is shared in accordance with our RTO obligations and privacy policy. Your personal details are not used in third party AI tools.

Microsoft Teams:

ACIM Solutions uses office products and Microsoft Teams for our work management. You will receive calendar invites from us for any booked sessions. We run our virtual training sessions through MS Teams.

We will provide required resources in formats such as Word, Excel, PowerPoint and PDF. We mostly share videos using MP4 format. We may send you files or provide upload folders using SharePoint links.

Other AI assistants and bots are not to be added to ACIM meeting invitations. If you require transcripts or summaries of virtual sessions, please speak to our Administration Manager.

You do not need to have a Microsoft or Teams account to participate in our training. You can join the Teams session via a web browser. You can use any suitable software to open these resources.

We recommend you check your security settings to ensure you are able to open and/or download resources.

NATIONALLY ACCREDITED TRAINING



All the units of competency and courses that can be awarded by ACIM Solutions are listed at <https://training.gov.au/Organisation/Details/41002>

Our scope currently includes the following qualifications, each of which has a number of units associated with it:

Code	Qualification	Designed for...
PSP40416	Certificate IV in Government Investigations	Personnel requiring occupational specific competencies for working in operational roles undertaking government investigation related functions, with a particular focus on meeting the ethical and legislative requirements of the public service.
PSP50416	Diploma of Government Investigations	Personnel responsible for the coordination and conduct of investigations. It is suitable for individuals who apply integrated technical and theoretical concepts in a broad range of contexts to undertake advanced skilled duties in a government investigations environment.
PUA41019	Certificate IV Public Safety (Leadership)	personnel who undertake work in collaborative leadership roles and may be required to manage personnel, supplies and equipment as well as incidents and/or disasters as they arise.
PUA50120	Diploma of Public Safety (Emergency Management)	Personnel undertaking emergency management responsibilities at an incident, emergency or disaster. This will include the coordination of resources, personnel and entities as well as the coordination of activities with other organisations.
PUA50722	Diploma of Public Safety (Recovery Management)	We are currently the only RTO in Australia offering this qualification, which is designed for managers who lead the implementation of recovery at all levels and chair meetings of recovery committees and functional groups. Units overlap with the Diploma of Public Safety (Emergency Management).
PUA60120	Advanced Diploma of Public Safety (Emergency Management)	Personnel needing the skills and knowledge required to perform a leadership role in emergency or disaster management. It is suitable for paid professionals or volunteers working across the emergency or disaster management spectrum.

Units from these qualifications and other single units may also be offered as stand-alone courses or as part of skill sets. **Note:** ACIM is one of a select group of RTOs who are licenced by AFAC to deliver the accredited courses for AIIMS. Refer to the ACIMS website for further information about our qualifications and other training programs.

NON-ACCREDITED TRAINING

ACIMS offers organisations non-accredited versions of training listed above. We also offer a range of short courses that address industry needs. These include topics like stepping into leadership roles, learning from disasters, taking control in a crisis, dealing with difficult people etc.

OUR TEAM



ACIM Solutions is lucky to have a team of dedicated staff who help manage the development, running and review of training programs.

Our administration team is available Monday-Friday to help with most queries you may have. If you need to speak to someone else about a matter, they can help organise this for you.

Our facilitator team comes from all over Australia and New Zealand, having worked as part of many different organisations and sectors. Their diversity and current industry experience means that regardless of your background, our facilitators can contextualise course content and support your understanding, while sharing relevant experiences.

Facilitators hold training qualifications and undertake ongoing professional development in both their training/assessment skills and in their chosen industry areas.

Facilitators are assigned to each organisational group program, meaning you are working with a consistent team. For individual students, a facilitator will be assigned for each individual unit to provide you with your 1-on-1 video tutorial.

If you need additional support, the ACIMS staff and facilitator team will work together to ensure your question gets answered and you get the help you need.

STUDENT CODE OF CONDUCT



The aim of this code is to establish a common understanding of the standards of behaviour expected of all students at ACIM Solutions. This code is not an exhaustive or prescriptive list, nor does it provide a detailed list of what to do in every aspect of your study with ACIMS. Instead, it provides a broad framework that will help you to take responsibility for your own conduct and work with other students and ACIMS team members cooperatively to establish a learning environment where all are happy and proud to be.

Please note that training and assessment now often involves a virtual/online component. The standards of behaviour online are just as important as if you are sitting and participating face to face.

Students are expected to:

Be prepared.

You are responsible for ensuring your access to resources and meetings has been tested prior to starting your training session. If you require help, this can be organised much easier with more time available.

If meeting virtually, you will be responsible for finding a suitable distraction-free location and to have equipment ready (such as camera, headset/microphone) so disruptions to yourself and other students is minimised. Ensure you arrive at the session early enough to start at the set time.

If you have been asked to complete a task prior to a session, e.g. reading a case study, you are responsible for managing your time to do this.

Speak and act towards other students and ACIMS team members in a respectful manner.

Disrespectful language, the sending/sharing of disrespectful images, discrimination, bullying, or harassment in any form will not be tolerated and may result in your removal from the training program.

If you hear or see anything that could be considered discrimination, bullying or harassment, please report this immediately to your facilitator or another ACIMS team member so this can be addressed appropriately.

Listen courteously to the ideas and viewpoints of others.

ACIMS encourages diversity in our student groups. This includes diversity of background, experience, location, and opinion. We often have discussions where different viewpoints are

expressed. The facilitator is responsible for moderating group discussions and will help ensure everybody gets the opportunity to be heard.

For views expressed via other formats, e.g. email, discussion forums, a similar expectation applies.

Be an active participant.

You are expected to ask questions, share experiences and ideas, answer questions posed by your facilitators and to get involved in different activities.

You should eliminate barriers that will prevent your active participation, such as diverting your mobile phone, making alternate arrangements for email/work requests while you are training and not book meetings/teleconferences during training times.

During virtual sessions, you are strongly encouraged to not block your video, as seeing your face and body language helps facilitators gauge understanding and pace/manage the session.

Work and collaborate honestly and ethically.

You will only collaborate with other students on assessment tasks when indicated. Where you have collaborated, this needs to be identified in your assessment submission. All communications with other students that may be participating in sessions will be course-related unless agreed by both participants.

AI tools must not be used to generate answers to your assessments or to create fabricated data, workplace records or evidence. ACIMS undertakes plagiarism reviews, and this could impact on your assessment outcome or enrolment.

Maintain confidentiality and privacy.

Any discussions related to sensitive or confidential information will need to comply with privacy and other related legislation. The recording of any virtual sessions is to be managed by the facilitator or by agreement. No private recordings or photos are permitted.

Follow all reasonable requests made by the ACIMS team members.

You are subject to all local, state, and federal laws governing workplaces.

Always observe the safety procedures shared for you location.

Proactively communicate with ACIMS team members when you need something.

Communicate to your facilitator or another ACIMS team member, as soon as possible, when an illness or personal problem prevents you from attending sessions or is affecting the completion of your program.

If you require additional support or an assessment extension, this should not be left till it is too late.



RELEVANT LEGISLATION

ACIMS policies and procedures have been developed to ensure we meet relevant legislation as both a workplace and a Registered Training Organisation.

Key legislation includes:

[National Vocational Education and Training Regulator Act 2011](#)

[Revised Standards for Registered Training Organisations 2025](#)

including the Outcome Standards, Compliance Requirements and the Credentials Policy

[Australian Qualifications Framework](#)

[Financial Viability Risk Assessment Requirements 2021](#)

[Data Provision Requirements 2020](#)

[Student Identifier Act 2014](#)

[Work Health and Safety Act 2011 \(2024\)](#) and relevant state legislation

[Anti-discrimination Act 1991 \(5 June 2017\)](#)

[Privacy Act 1988 \(2025\)](#)

[Fair Work Act \(2024\)](#)

[Copyright Act 1968 \(2024\)](#)

To sum up the most important parts for you as a student:

Your rights	Your responsibilities
You are entitled to have a safe place to study.	You must ensure that the safety of yourself and others is not compromised by anything you do, or don't do.
Your learning environment should be free from discrimination or harassment. You should feel safe to talk about issues with ACIMS team members.	You need to promote inclusion and not discriminate against or harass other students or ACIMS team members.
Your personal information shared with us for purposes of study will be kept securely. You have the right to question why information is being collected and how it is stored, and to access a copy of your information.	You are expected to respect the privacy of other students and ACIMS team members.
You should be provided with suitable information, resources and support to complete your training program with ACIMS.	You are expected to meet program requirements, follow ACIMS policies and procedures and the reasonable requests of ACIMS team members as part of your study.



ACIMS POLICIES AND PROCEDURES

A copy of most ACIM Solutions policies and procedures can be made available to you if you want to review this information. The policies that most affect you as a student includes:

- Access, Equity, Student Support and Welfare Policy
- Cultural Safety Policy
- Advertising and Marketing Policy
- Audit and Continuous Improvement Policy
- Complaints and Appeals Policy and Procedure
- Enrolment Policy
- Fees and Refund Policy
- Management and Business Continuity Policy
- Privacy Policy, including Vet Data Privacy requirements
- Quality Policy
- Recognition Policy and Procedures
- Records Management Policy
- Training and Assessment Policy
- Use of AI Tools Policy
- USI and Certification Policy
- WHS Policy

WORK, HEALTH AND SAFETY



Duty of care

ACIM Solutions has a Duty of Care to provide a safe place to work and study, where hazards are identified and managed, where you have the training, information and supervision necessary to work safely, and where any needed safety PPE, protective clothing or equipment is provided. We must listen to and consult with our staff and contractors. We will listen to feedback and information shared by students. ACIMS acknowledges that duty of care relates to both physical and psychosocial safety.

Responsibilities of staff, contractors and students

Staff, contractors and students are responsible for:

- Complying with relevant ACIM Solutions health and safety policies and procedures
- Obeying any reasonable instruction aimed at protecting their health and safety
- Using equipment provided to protect their health and safety
- Assisting in the identification of hazards and implementation of control measures
- Reporting any incident or hazard in the workplace to an appropriate person
- Considering and providing feedback on matters which may affect their health and safety
- Not being affected by alcohol or non-prescribed (illicit) drugs whilst at work or study
- Ensuring that they do not, through their acts or omissions, do anything that could put at risk their own health or safety of others.

Site safety procedures

Some sites where ACIMS conducts training has restricted areas or requirements to wear PPE when moving around the site. All procedures relating to safety when working at a client site are to be followed by ACIMS team members and students.

Please follow requirements regarding non-smoking/vaping areas. Maintain high personal and respiratory hygiene, including cleaning hands and covering your face when sneezing.

The start of all face-to-face training sessions will include a “housekeeping” section where information such as evacuation arrangements, first aid and other safety procedures are shared with students.

Please notify your facilitator if you find any hazard that needs to be addressed further.

The end of all face-to-face training sessions should include a tidy up, ensuring that the area is left tidy/clean, and in the same or better condition to which it was found at the start of the program.

Fit for work/study

You are required to be fit for work/study. This means physically and mentally able to complete tasks, without risks related to fatigue or drug and alcohol abuse.

Do not attend a training session if you are unwell.

If you are questioned about your fitness for participating in the program, and you fail any reasonable requirement/request, you must remove yourself from the training session until you can prove you are fit to participate. If you observe that a facilitator or student is not fit for work/study, please take appropriate actions and advise ACIM Solutions as appropriate.

Accidents and injuries

Facilitators must report all program related accidents and injuries immediately to the ACIMS CEO. An *Incident Report Form* must be completed as soon as possible.

ACIM Solutions keeps a record of all events, tracking and taking appropriate immediate and ongoing action to rectify the situation and prevent similar incidents occurring in the future.

PRIVACY



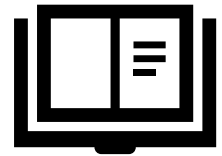
ACIM Solutions takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act and Australian Privacy Principles.

Our privacy policy details how we look after your information, but here is a summary:

- We collect personal information about you during your registration and enrolment process. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity.
- We are required to collect this information in accordance with the National Vocational Education and Training Regulator Act.
- Your personal information is retained within our secure cloud-based computer systems. Access to your information is restricted to certain ACIMS team members who requires access to complete training processes, and to legally required government departments, such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority.
- Under legislation we are required to securely retain your personal details for a period of 30 years from the date your enrolment has been completed. This is to allow access to records and reissuance of certification if required.
- In all other cases ACIM Solutions will seek the written permission of the student for such disclosure. ACIM Solutions will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by another person, you need to authorise this access otherwise this access will be denied.
- We do not load your personal information into third party AI tools or platforms.
- If you have any concerns about how ACIM Solutions is managing your personal information, we encourage you to contact us and discuss your concerns.

STEP BY STEP: YOUR STUDY WITH ACIMS

The following information covers key points to guide your understanding of the process from registration through to certification.



Creating our programs

ACIM Solutions undertakes student journey mapping as part of our efforts to better understand what students may need or want to know as they complete their training with us. We also use client contextualisation meetings to better understand specific cohorts of students. Both strategies feed into the development of our resources, and versions of resources for different clients.

We believe that students gain most from programs that relate to their work and purpose for undertaking the training, actively engage them with the content, and require them to discuss, collaborate and work together with others. We also recognise the importance of supporting and encouraging students throughout their time with us, including checking in to see how they are feeling and managing the learning load.

Transition to new training products

From time to time, training packages are updated, and units of competency are changed. When this occurs, ACIMS reviews these changes and our training programs, to update and replace content and assessment and ensure that the program remains current and in alignment with the latest unit of competency requirements.

Program transition will be clearly communicated to facilitators and any affected students.

Students will be presented with options to complete their study in a way that does not disadvantage them with regards to time commitment or cost.

Enquiries

Before you decide to study with ACIMS, we want to make sure the program is right for you.

You can access lots of information via our website, including program content, expectations, program formats and a guide on cost. We also encourage you to speak to an ACIMS team member to see if the program is what you are looking for.

For students wanting to complete a qualification, we will meet with you 1-1 to develop a tailored learning plan. This helps identify areas where you can seek credit transfer and recognition of prior learning (RPL). Further information about credit transfer and RPL is also available on our website

Registration and enrolment

When you have all the information you need and are ready to study, you can register via our website.

If you are part of an organisational group, you will be sent a link via email to confirm your details. If you do not receive this email, please check your email security settings, junk box, and contact ACIMS to follow up.

This registration form will collect your personal information as required by law.

This includes your Unique Student Identifier (USI). As a registered training organisation, ACIM Solutions is required to collect students' Unique Student Identifier numbers and verify them before we are allowed to issue students their qualifications or statement of attainment. If you need to create a USI please visit <http://www.usi.gov.au> for more information.

Once you have registered, you will be issued user access to VET Campus via email. Follow the link and directions to activate your access.

The first thing you will be required to do is complete a short Language, Literacy, Numeracy and Digital (LLND) skills assessment. This is a requirement of all RTOs. If a review of your answer indicates you may struggle with some of the expectations of the program, someone from ACIMS will be in touch to talk to you about what support needs you may have and if the program is suitable.

ACIMS cannot confirm your enrolment until your LLND assessment is completed.

Your enrolment is also not complete until payment for your unit of study is made.

Fees and refunds

ACIMS will make clear the total costs of your study before you complete your enrolment.

You are able to pay for your program via credit card or direct deposit. If your organisation is paying for your study, ACIMS can organise an invoice to be sent to them directly.

For students who are funding their own study, ACIMS takes a “pay as you go” approach, and will only take payment for one program/unit of study at a time, and not exceeding \$1500 in advance.

Please note you are entitled to a 7-day cooling off period from the date payment is made to cancel the enrolment unless training has commenced.

ACIM Solutions may discontinue training if fees are not paid as required, and will not issue certification until full payment is received.

If ACIMS deems it necessary to cancel a program, we will issue a full refund for any services not provided.

Our Fees and Refund policy, available on our website, outlines refunds relating to cancellation by the student and by ACIMS. This includes the possibility of substituting/transferring study to another program or student.

Recognising your existing skills and knowledge

As an RTO, ACIM Solutions offers all students the opportunity to apply for credit transfer (like for like – formally gained units that you already hold) and recognition (your existing knowledge and skills from study or work).

For individual students this will be considered as part of your individual learning plan. For students who are completing study as part of an organisational group, this information is highlighted in the Participant information kit and at the program introduction with your facilitator.

The fee for completing study via recognition of prior learning (RPL) is less than the full training and assessment option.

Further information about our Credit Transfer and RPL processes can be found on the ACIMS website.

Setting expectations

Most ACIMS group-based programs include an introduction session with the facilitator. This is to introduce the lead facilitator and other students, review the program requirements and to establish expectations of students.

For individual students, these expectations are set via phone/videoconference and via course documentation. Further information about ACIMS and student support will be available in your Vet Campus account.

Student wellbeing and support

If you live with a disability or have a specific learning or support need, this can be indicated during your registration process.

If you indicate this, an ACIMS team member will get in touch to ask what strategies work for you, what support you need from ACIMS and to ensure your facilitator knows how to support you best. This includes requirements for reasonable adjustments during training and assessment activities.

If there are certain tools or platforms you use to assist you in effective work and study, please let ACIMS know. ACIMS can provide transcripts and summary resources from virtual meetings. As a general rule external AI bots and assistants are not to be added to meetings. Please speak to our Administration Manager if you are seeking an exemption to this.

ACIMS also recognises the various barriers to undertaking study and the external pressures that a student may face while trying to complete study. Student wellbeing is important, and ACIMS will work with you to help ensure you can complete your study.

ACIMS can provide some student support and wellbeing services in house, with other services being available externally. Further information is available on our website and in Vet Campus.

We have a Student Support Officer who will help ensure in particular that individual students completing units or qualifications receive the same level of support as organisational groups with their facilitation team, and are progressing through their study as planned.

Completing assessments

Your facilitator will explain to you what your assessment tasks are, what evidence they are looking for and what you are expected to do. Your assessment documents will also contain instructions about what is required.

If a task can use AI tools as part of the process, this will be identified to you by your facilitator. Otherwise, tasks are expected to be completed by you independently.

Due dates and set dates for different tasks will be made clear to you at the start of your program. If you require an alternate date or extension, you must contact ACIMS. This is managed by the Administration Managers, not your facilitators.

You will need to upload your assessments to VetCampus. You will be asked to declare at this time that your submission is your own work. Ensure you have communicated clearly in your assessment submissions any external resources or contributions of others, including AI, that were used in the development of your submission.

Facilitators will use checklists to collate their observations of you completing practical tasks. They also use a checklist to ensure that all required evidence in documents has been provided. Facilitators will let you know if your evidence is satisfactory, or not yet satisfactory.

If you are required to provide further evidence, the facilitator will give you clear feedback so you know what you are required to do. They can also support you through organising additional training. You can resubmit assessments multiple times if required to achieve a satisfactory result.

Once all assessment tasks have been completed, then a final judgement of competent or not yet competent will be provided.

For students that are found not yet competent, a follow up plan will be put in place. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment.

Plagiarism and academic misconduct

On occasion facilitators may find instances of suspected plagiarism. This means using the words or ideas of others and passing them off as your own original work. This may be using other students work, or by using generative AI to partially or fully answer assessment tasks.

It is conduct that can result in you being asked to resubmit your assessments and potentially can result in your enrolment in the program being cancelled.

Plagiarism is usually found by ACIMS facilitators as identical answers in assessment tasks from students within the same cohort of a program, or from students cut/pasting information from a third-party website or AI content generator.

When these potential issues are identified, the facilitator emails the Compliance Officer with an overview of the situation. The issue will then be investigated, and the facilitator included in the outcome of the investigation. You will be made aware of the allegation and asked to provide further information. All decisions in relation to plagiarism are human made decisions, although AI may be used to help compare and analyse student submissions against other documents and generative answers.

Making a complaint or assessment appeal

All students have the right to complain about ACIMS, their program experience or to appeal an assessment decision if they disagree with the facilitator.

ACIM Solutions is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary. We have a Complaints and Appeals Policy and Procedure that documents what is required.

Whenever possible, students should seek to resolve the issue through discussion at the time with their facilitator, without the need to submit a formal written appeal. This may be through further explanation of how the facilitator reached their decision, through sharing the evidence the facilitator was able to capture about the individual student, or by discussing the assessment process.

Getting your certificate

Once you have been successfully completed your training and/or assessment requirements, your result will be recorded in the Student Management System (Vet Campus):

- Students completing a non-accredited short course will receive a certificate of completion.
- Students completing a course with units of competency will receive a statement of attainment listing these units.
- Students completing the Diploma or Advanced Diploma, will receive their qualification including a testamur and a record of training listing the units of competency completed. This is sent once the whole qualification is complete (students will not receive individual statement of attainments).

An electronic copy of your certificate will be sent to your email immediately, so long as all fees have been paid and your student registration is complete, including your USI. You can request a paper copy to be sent to your listed postal address.

Certificates belong to the student and will not be sent to an employer or other party without the prior permission of the student, unless the student is part of an organisational group where this agreement has been pre-established with the employer.

Our certificates contain a unique registration number to help prevent fraudulent use of certificates and to help with reissuing of certificates as required. There is also a QR code to assist with external verification of your certificate's authenticity.

Nationally accredited training will also appear on the student's VET Transcript. This transcript is updated at least annually and provides a record of training completed by a student across all training providers.

Sharing your feedback

ACIM Solutions is committed to the continuous improvement of our training and assessment services, student services and management systems.

A key strategy for this is the collection of honest feedback from students and their employers. We highly value the observations and suggestions of all our students, reviewing and considering all feedback. Where possible, this is added to your continuous improvement process and changes made to our programs and processes.

We ask all students at the end of organisational group programs to complete a feedback form via QR code. A printed copy of this can be provided on request. This is focused on the program that was developed for your group and the experiences you had during that time.

All students and employers who complete training/assessment through ACIMS will also be sent the standardised national learner or employer quality indicator survey. This considers your experience in completing vocational training in more general terms.

We understand that completing feedback forms does take your precious time, and we thank you in advance for your support in helping us provide the best service we can.

Accessing your records

You have access to your student information, including past study and issued certificates, via VET Campus. You are entitled to have access to any other files kept by ACIMS about you (such as assessment evidence that is retained for 2 years) and can request access to this information by contacting ACIMS who will provide a Records Request Form. To ensure privacy, ACIMS needs to verify that you are the authorised person to view the file.

QUICK LIST: COMMON PROBLEMS

I didn't get my registration link

This comes in an auto-generated email from Vet Campus. It will go to the email address you used to register, or the email we were provided by your employer.

Your organisation or email company may accidentally block this thinking it is spam. Check your email boxes, and if you still don't have email contact@acimsolutions.com.au or call 1300 224 677 and our admin team will help sort it out.

I don't have a USI

Australian residents and international students can create a USI. Go to [Get your USI](#) and apply online. You will need one form of identification, and it takes less than 5 minutes. Without a USI, ACIMS will not issue a statement of attainment or qualification. We may be able to issue a certificate of completion, but this is not nationally recognised. Note – ACIMS is not registered to deliver training to students outside of Australia without a USI.

I have a USI but I don't know what it is

Go to the [USI Registry System](#) and agree to the Terms and Conditions then press 'Next'.

Click on 'Forgotten USI' and select one of the 4 options to retrieve your USI: email, mobile, personal details and questions or personal details and ID document.

I can't access my program online

Go to <https://training.acimsolutions.com.au/user/sign-in.cfm?> to access Vet Campus. Check your username and password has been entered correctly.

If you have completed registration but haven't been provided a username and password, or have forgotten them, you can choose a new password using the account reset feature under the sign in button and try again. If you are still experiencing difficulty, email our Administration Manager (danielle@acimsolutions.com.au) or call 1300 224 677 and our admin team will help sort it out.

I can't join the virtual session

Use the link provided in the calendar invite to join the meeting. If you are joining using teams, try checking that your active account is the one invited to the meeting (some people have multiple teams based organisations). You can try using the web browser option to join the team meeting too. Note that facilitators may not open the meeting room till just before the meeting time. If your meeting time has passed and you are still not admitted, or if you are still experiencing difficulty, email our Administration Manager (danielle@acimsolutions.com.au) or your facilitator, or call 1300 224 677 and our admin team will help sort it out as soon as possible.

I can't download a learning resource

This is most often due to security settings on your computer relating to downloading items from external sites. Try checking your security settings, including blocked pop ups, in your internet browser. This is usually under the privacy and security section. You may need to allow pop-ups for information to display correctly. If the resource is via a URL link, and you think the link may be broken, please email our Administration Manager (danielle@acimsolutions.com.au) so we can investigate and provide an alternative if needed.

I don't understand what I need to do

Let's organise a time to chat via email, phone or videoconference. We will answer your queries, help you out and get you back on track. Since facilitators may be busy training or doing alternate work, a good starting point is to email our Administration Manager (danielle@acimsolutions.com.au or call 1300 224 677 and our admin team will help get you an answer as soon as possible.

I need more time to submit my assessment

Requests for extension need to be made in writing – an email is fine! Our admin team manages this. Email our Administration Manager (danielle@acimsolutions.com.au with your details, what is going on and what you need in way of an extension or extra support. We will make a note in your student file, which your facilitators will also be able to see. As standard, extensions are usually for 2 weeks from the due date. Please note that as standard process enrolments into programs for individual units are closed out 3 months after the program runs. Extensions are not indefinite.

I haven't got my assessment result yet

Assessments are assigned and marked in order of submission. At certain times there may be large inflows of assessments being submitted by students. While all of these are allocated to suitable facilitators, this means it sometimes takes longer than other times. As standard, you can expect that you will receive a result or feedback on your assessment by 2 weeks after you submit your work. If it is longer than this and you haven't heard anything, please feel free to reach out to our Administration Manager (danielle@acimsolutions.com.au and we will investigate and give you an update.

I haven't received my certificate

This usually means not all the requirements to issue a certificate have been met. Ensure you have:

- Fully registered, including providing a valid USI
- Completed your Language, Literacy, Numeracy, Digital Skills assessment
- Submitted all assessment tasks (and have received confirmation that these are all satisfactorily completed, including any required resubmissions).
- Attended any practical tasks, e.g. scenario based activity.

If you completed a self-paced AIIMS program using AFACs elearning modules, you notified danielle@acimsolutions.com.au that this was completed and ready for review

If you believe that all requirements above have been met, reach out to our Administration Manager (danielle@acimsolutions.com.au and we will investigate and get it sorted.