



Professional Development Policy and Procedures Manual



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1. Overview

The AIRAH Professional Development Policies and Procedures Manual has been designed to govern and maintain the exceptional standard of delivery for AIRAH's professional development programs. This document covers all the different delivery methods, including face-to-face, in-house training and online programs.

2. Continuing Professional Development

What is CPD?

Continuing Professional Development (CPD) is the process by which a person maintains the quality and relevance of their skills throughout their working life.

The key features of CPD are that it is:

- Continuous – it operates throughout the practitioner's working life
- Focused – it is necessary for the execution of specialised technical duties and related to maintaining the quality and relevance of expert services
- Broad based – it develops knowledge, skills and personal qualities
- Structured – it provides systematic maintenance, improvement and broadening of the person's skill base.

CPD is a crucial component of your career development, it:

- Ensures you continually build the knowledge and skills you need to succeed in the competitive business environment
- Assists you in achieving your development and career goals
- Assists you to excel in your role, providing increased value to your organisation and your clients
- Provides transferable skills for increased employability
- Helps to build your reputation as a business leader.

The [AIRAH Code of Ethics](#) recommends that members undertake CPD (see section 6 of the code of ethics – Professional Development). When you renew your membership each year, you declare to comply with the [AIRAH constitution](#), [By-Laws](#) and the [AIRAH Code of Ethics](#) obligations.



CPD activities are categorised as:

Technical

- HVAC&R industry technical activities and knowledge.

Business

- Project management, business development, finance and business planning, OH&S and other business-related development programs.

Leadership

- Strategic development, managing people, change management, ethical standards and other leadership related development programs.

Personal

- Team work, mentoring and coaching, relationships and interpersonal skills, and other personal development programs.

CPD activities can comprise a mix of formal learning and development such as workshops and training, tertiary study, AIRAH committee activity, HVAC&R forums, webinars and conferences as well as informal activities such as readings of relevant books, journals and technical manuals.

How can AIRAH help me meet my CPD requirements?

AIRAH is recognised as a key provider of training to the HVAC&R industry.

- Engineers Australia – members can choose to record CPD hours for attendance at AIRAH events in their personal CPD logs.
- GBCA – has pre-approved many AIRAH courses and events for the purposes of CPD.
- State regulatory bodies – many recognise AIRAH training. However, you should check with your state body before undertaking a course to confirm that they will recognise it.



3. Fees and Charges

Professional development courses offered through AIRAH are conducted on a commercial basis and all participants are expected to pay for their course on enrolment.

Additional fees

Additional fees could be incurred in the following situations:

- If a student has been unable to complete course work and wishes to extend their study period. An extension fee may apply.
- Replacement Certificates or Statements of Attainment are available upon request – the current fee is \$55 per document (incl GST). Note: Certificates may alter over time, so there is no guarantee that you will be able to receive an identical certificate.

Note: The AIRAH Accredited Professional Diploma in Building Services – HVAC&R course was designed to assess a student's competency in engineering design processes. Part of this assessment is working towards completing the program within a nine-month time frame. If a student does not complete the program within the enrolment period, the student will be locked out of the online system and receive a Not Yet Competent grade. Students will be required to pay a re-enrolment fee of \$1,100 to continue with their studies and have a re-submission schedule approved by AIRAH's Education Committee.

4. Enrolment

Enrolment

Participants may enrol in any AIRAH professional development training program in person or online using the course registration form.

Payment must be received prior to commencement of the course. Unpaid bookings do not guarantee an enrolment position.

Procedure

Upon receiving an application for enrolment:

- Where entry pre-requisites apply the Professional Development Manager will review the application to ensure they have been met.
- The Administration Officer ensures all information has been provided and processes the application by entering details into the database(s), raising the invoice/receipt and scanning a copy of the documentation to the Professional Development Manager.
- The Professional Development Manager forwards a confirmation letter to the participant, together with a copy of the tax invoice for their records.



- Where the course is conducted by distance learning, materials are forwarded before the start of the semester.
- For long term courses the Professional Development Manager also ensures a follow-up phone call is made to participants after four to eight weeks to gain feedback and ensure any questions regarding learning support and/or access and equity issues are answered.

5. Refunds and Cancellations

Registration may be cancelled up to 10 working days prior to commencement of the course with participants either transferring to another intake or receiving a refund less a 20% administration fee. In all other cases of cancellation, the extent of any refund will be at the discretion of the AIRAH Chief Executive Officer.

A cancellation request will be accepted either in writing or verbally. However, it must be confirmed in writing.

If no cancellation notice is received, or cancellation is made with less than ten days' notice, the extent of the refund will be determined by the AIRAH Chief Executive Officer on a case-by-case basis.

Another participant may be substituted at any time prior to course commencement should the nominated person be unable to commit to the course. Note: where a non-member is substituted for a member the difference between the rates must be paid. Also, where pre-requisites apply (such as the Professional Diploma of Building Services – HVAC&R) these criteria must be met by any substitute.

AIRAH reserves the right to cancel or postpone a course to an alternative date due to insufficient numbers or unforeseen circumstances. All registered participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available intake period.

Note – AIRAH's online professional development training system may need to be temporarily shut down for maintenance during the duration of a training program. However, AIRAH will endeavour to inform all students of this downtime in advance.



6. Students Personal Details

Privacy and student records management

Disclosure of information

Information given by, and held on, course participants undertaking any AIRAH professional development program is private, and will not be passed to a third party without authorisation from the individual.

All AIRAH staff will confirm details before divulging personal information, including information regarding course status, fees paid or other personal details.

Student records

AIRAH collects personal information about course participants from registration forms. If personal information is not provided, we may not be able to provide education, membership or professional services.

The type of information AIRAH collects will depend on which of our products or services are used but may include:

- Name
- Contact details (postal address, email address, telephone number(s))
- Citizenship
- Qualifications
- Date of birth
- Occupation
- Subject/course
- Membership details
- Professional development choices.

We will also record information as participants' progress through their course(s), for example assignments and assessment results.

Electronic data is backed up as per the AIRAH Systems Backup Procedure.



Records Management

It is important that accurate records of candidate participation in any AIRAH professional development program are maintained. When a candidate enrolls three records are created:

1. The CRM database (IMIS) is used for invoicing. Details recorded may include company, address, email and phone contact information as well as course/unit.
2. The Learning Management System (Moodle) is used to hold student information including candidate contact details, date of birth, the course and unit they are undertaking, start and end dates, and assessment results.
3. An electronic student file is created on the AIRAH document server. This is the working file that will hold all relevant information relating to the unit being studied, and will be kept for a limited time after completion of the unit. Records will include copies of the registration form, invoice, welcome letter, email correspondence relating to results and resubmissions, and final results.

Access to Information

Information about students/individuals undertaking an AIRAH professional development program is confidential and will not be provided to a third party.

Course participants are able to view the information held about them on our database. Upon request, and after their identity has been confirmed by the provision of two identifying pieces of information, we will provide a printout of the information held about individuals.

Change to personal details

Individuals may change the personal information held about them. This can be done via email. Note: where the change relates to a participant's name legal documentation, a copy of the certificate must be included, e.g. marriage certificate.



7. Assessments, Extensions and Appeals Processes

Assessment

Some of AIRAH professional development programs contain assessable components.

Assessment is competency-based, and participants must demonstrate their competency across a range of defined criteria to achieve a satisfactory result.

If a participant has not submitted course work by the end of the program duration they will be deemed not yet competent (NYC).

Participants who do not gain a “Competent” grading in an assessment are entitled to a re-submission. Failure in the second assessment will result in a “Not Yet Competent” grading and the participant will be required to undertake further training before further assessment will be conducted. Additional costs may be incurred.

Notification of Results

Candidates will be advised of their result (either for assignment or unit) within one week of the assessment being completed.

Initial notification may be by email. Where candidates are undertaking a long-term qualification, such as the AIRAH Accredited, Professional Diploma of Building Services – HVAC&R, they will have their results posted on the online training portal.

Extension of time

In exceptional circumstances an extension of time may be granted to complete course work in the Professional Diploma of Building Services – HVAC&R or other long-term online programs:

- Participants unable to complete the program and case study assessments due to illness or exceptional circumstances may apply for an extension.
- Extensions must be applied for and granted at least one month prior to the due completion date.

Extensions need to be in writing and sent to the Professional Development Manager



Assessment appeals

AIRAH will endeavour to support each candidate to complete the Professional Diploma of Building Services – HVAC&R and achieve competency. Our aim is to offer assistance to enable each individual to achieve success in their studies.

If a participant is dissatisfied with their assessment, or has been graded as “Not Yet Competent”, they can:

- Contact the Professional Development Manager to discuss their concerns.
- Resubmit the task with any additional information.
- Review the second result. If still dissatisfied the Professional Development Manager may organise a second assessor to conduct an assessment.
- If the participant is still dissatisfied with their result, the Professional Development Manager along with the two assessors involved, will review the assessment task.
- The complainant will be notified of the outcome of their appeal in writing by the Professional Development Manager.
- Additional fees may apply for the cost of any unscheduled regrading.

8. Students Code of Conduct

Participant misconduct

This policy applies to incidents of academic and non-academic misconduct by participants enrolled in AIRAH professional development programs.

AIRAH will implement this policy in accordance with the following principles:

- Each case of alleged misconduct will be dealt with on its merits, considering the circumstances surrounding the case, and in accordance with this policy.
- Any participant who is the subject of an allegation of misconduct will be treated fairly, with dignity and with regard for their privacy.
- AIRAH will treat all participants facing allegations of misconduct fairly and equitably regardless of gender, race, ethnicity, age, disability or background, consistent with equal opportunity policy and the principles of natural justice and procedural fairness.
- Any participant who is the subject of an allegation of misconduct is entitled to be regarded as not having committed the act of alleged misconduct unless and until they admit to the misconduct; or a fair and proper investigation or hearing leads to a reasonable determination that they committed the act of misconduct.

- Knowledge that a participant has acted in a particular way in the past will not be assumed to be evidence that they have acted in the same manner again. Such knowledge may, however, be evidence that a participant is aware that such action constitutes misconduct, or may be relevant to any penalty imposed.
- Where any work (or part of work) submitted for assessment by two or more participants is deemed by an AIRAH assessor to be the same or substantially the same, AIRAH will consider this to be *prima facie* evidence of copying by those participants.

Academic misconduct

Plagiarism

Plagiarism refers to attempts by participants to use the work, words or ideas of others without proper acknowledgement or attempts to pass off the work, words or ideas of others as their own.

In the context of assessment, plagiarism occurs if a participant:

- Presents any phrase or extracts, verbatim, without using quotation marks or referencing the author.
- Paraphrases all or part of an author's work and presents it without referencing the author or providing adequate reference to the author.
- Copies or paraphrases all or part of another participant's work and presents it as their own.
- Presents all or part of an assessment item previously submitted for assessment in another course or unit.
- Presents all or part of the work of another participant (past or present) as their own.

Collusion

Collusion is an agreement or cooperation in order to cheat or deceive for a fraudulent purpose. Collusion can apply to participants (past or present) who intentionally co-operate to gain an unfair advantage towards the achievement of an award, qualification, statement of attainment or credit towards these.

Collusion also refers to the following practices, which are not considered allowable assessment preparation approaches:

- Unauthorised and unacknowledged joint effort in an assessment.
- Unauthorised and unacknowledged copying of material prepared by another person for use in an assessment.
- Unauthorised and unacknowledged assistance from another person.



Non-academic misconduct

Non-academic misconduct is any action or conduct by participants relating to people or property that does not meet AIRAH standards. Non-academic misconduct includes:

- A participant behaving inappropriately in an activity under the administration or supervision of AIRAH.
- Obstructing any AIRAH staff member in the performance of their duties.
- Acting dishonestly or knowingly making false or misleading representations in relation to enrolment in an AIRAH activity.
- Altering or defacing any AIRAH document or record.
- Misusing, stealing, damaging or destroying any property of AIRAH, a staff member or another participant.
- Wilfully disobeying or disregarding any order, direction or condition made by AIRAH.
- Interfering with the freedom of others to pursue AIRAH activities.
- Harassing or intimidating another participant or staff member based on race, ethnicity, sex, marital status, sexual preference, disability, age, religious or political convictions or for any other reason.
- Prejudicing the good name, academic standing or good order and government of AIRAH.
- Online bullying.

Misconduct procedure

Where an AIRAH staff member, assessor or another participant suspects an act of misconduct has occurred, they must report the matter to the Professional Development Manager and the Chief Executive.

The Professional Development Manager is responsible for investigating all cases of alleged misconduct and recommending appropriate action to the Chief Executive taking into consideration:

- The type of misconduct alleged
- The seriousness of the allegation(s)
- The available evidence
- Any time constraints or procedural expediency required.

The participant(s) results will be deferred until all proceedings have been finalised.

The Professional Development Manager's response will include:

- Informing the person about whom the complaint is made and seeking their views and perspective.
- Giving consideration to the use of a mediator.
- Informing the complainant of the outcome of the complaint in writing within five (5) working days.

If the matter remains unresolved, the Professional Development Manager will refer the matter to a misconduct committee.

The Professional Development Manager will provide written notification to the person(s) concerned at least ten (10) days prior to the hearing date. The written notification will contain:

- Date, time and location of the hearing.
- Details of the alleged misconduct.
- Composition of the committee.
- Notification that the participant should attend the hearing and that one support person may attend the hearing.

The person(s) who is/are the subject of the allegations may:

- Present written or oral submissions, give evidence, correct information, explain their conduct and any mitigating or extenuating circumstances.
- Hear all the evidence presented, examine all written submissions and question any person giving evidence before the committee.

Committee hearings will be recorded in writing and utilised if an appeal against the committee's decision is lodged.

As soon as possible after the hearing, the participant(s) will be sent a letter outlining the:

- Decision of the committee
- Reasons for the decision
- Penalty to be imposed (if applicable)
- Procedure for lodging an appeal (if applicable).



If the committee finds misconduct did not occur, the decision will be final and all records destroyed. The Professional Development Manager will arrange for assessment and/or the release of the participant(s) results if applicable.

If an academic penalty is imposed, the Professional Development Manager will record this in the relevant course file.

Appeals process

The person(s) concerned must provide notification of their intention to appeal in writing to the Professional Development Manager and must outline the grounds for their appeal as follows:

- That the penalty imposed was excessive.
- New evidence is available.
- The misconduct committee decision was made without due consideration of the facts, evidence and circumstances.
- Bias, prejudice or conflict of interest.
- Some significant policy or procedural irregularity occurred in the investigation or hearing.

The matter will be referred to an independent appeals panel and the following actions taken:

- The Chair of the appeals panel will determine whether the appeal should be dismissed or a hearing convened.
- Written notification will be provided informing the person(s) that their appeal has been dismissed (including the reason for this decision) or that the appeal will be allowed and providing details of the appeal hearing.
- The appeal hearing will normally take place no more than ten (10) days after receipt of the above written notification.
- At appeal hearings, AIRAH and the person(s) concerned are entitled to representation, to question other parties and address the hearing.
- The person(s) concerned and relevant AIRAH staff will be notified of the outcome of their appeal in writing by the Professional Development Manager.
- The proceedings and decision of an appeal will be kept confidential.

The Appeals panel decision will be binding and final on all parties. There will be no further right of appeal.

Where the Appeals panel upholds an appeal, the Appeals panel may reduce the penalty.



Where the Appeals panel does not uphold, or dismisses, an appeal, the original decision of the Misconduct Committee will be confirmed and processed.

The Appeals panel may recommend a reduced penalty even if it does not uphold an appeal.

Should the matter not be resolved to the participant(s) satisfaction, they may take whatever action is open to them under Commonwealth and state legislation.

Documentation

Details of both academic and non-academic misconduct must be recorded in the National Office. Records should include:

- Initial report of alleged misconduct.
- Notification to the participant(s) if the investigation does not proceed.
- Notice of allegation of misconduct and misconduct committee hearing.
- Notification of outcome and right to appeal.
- Notice of appeal.
- Appeal Committee decision.
- Documentation tabled at Appeals panel hearing.
- Other documentation relevant to the investigation of the incident.

Where it is determined that no misconduct occurred, all record of the alleged misconduct, apart from Appeals panel proceedings, will be destroyed.

Penalties

It is AIRAH policy that the penalty imposed should be appropriate to the type and severity of the misconduct.

A decision of the Professional Development Manager, Chief Executive, Misconduct or Appeals panel will consider, but not be limited to, the following:

- The previous record of the participant(s).
- Whether participant(s) admitted the misconduct and whether, in so doing, they came forward on their initiative.
- Whether the participant(s) assisted or hindered the investigation process.
- Whether there was significant extenuating or mitigating factors.



- Type of misconduct.
- Number of participant(s) affected or involved and the impact of the misconduct.
- Benefit derived from the misconduct by the participant(s).

Academic misconduct penalties

Where academic misconduct is proven, the following penalties may apply:

- A formal caution or reprimand to be recorded on the participant(s) record with AIRAH.
- A deduction of a specific amount of marks for the assessment or part thereof.
- The imposition of a maximum allowable grade for the particular assessment event or subject/unit.
- The annulment or disallowance of results in a particular assessment.
- A requirement to undertake further or supplementary assessments with the associated costs borne by the participant(s).
- The exclusion of the participant(s) from AIRAH courses either permanently or for a period of time.

Non-academic misconduct penalties

Where non-academic misconduct is proven, the following penalties may apply:

- A formal caution or reprimand to be recorded on the participant(s) record with AIRAH.
- A deduction of a specific amount of marks for the assessment or part thereof.
- The imposition of a maximum allowable grade for the particular assessment event or subject/unit.
- The annulment or disallowance of results in a particular assessment.
- A requirement to undertake further or supplementary assessments with the associated costs borne by the participant(s).
- The exclusion of the participant(s) from AIRAH courses either permanently or for a period of time.
- If the non-academic misconduct is deemed too severe for an internal investigation, the matter may be referred to the relevant legislative authority.



9. Grievances, Complaints and Appeals

A complaint or grievance is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of AIRAH and may be in relation to the following:

- Enrolment
- The quality of training delivery
- Training/competency assessment
- Issuing of results, certificates and/or statements of attainment
- Any other activities associated with the delivery of training and assessment services
- Discrimination, harassment or bullying
- Other issues such as participant amenities.

AIRAH will deal with grievances and appeals in a constructive and timely manner. It is our policy to ensure that:

- Any dispute or grievance will be handled effectively, efficiently, professionally and confidentially in order to achieve a speedy resolution.
- All parties have a clear understanding of the steps involved.

The register of complaints and appeals outcomes will be reviewed at least annually to ensure that issues arising from substantiated complaints have been addressed.

Formal complaint

Prior to making a formal complaint the complainant may be encouraged to discuss the issue with the staff member or other person (trainer/assessor) associated with the grievance.

A complaint or appeal becomes a formal complaint or appeal when it is made in writing to the Professional Development Manager. Each complaint or appeal and its outcome is recorded in writing.

The Professional Development Manager is responsible for investigating a complaint and recommending the appropriate course of action.

If the complaint is about a specific individual, the Professional Development Manager's response will include:

- Informing the person about whom the complaint is made and seeking their views and perspective.
- Giving consideration to the use of a mediator.



The following guidelines will apply:

- The complainant has an opportunity to formally present his or her case.
- The complainant will be informed of the outcome of the investigation in writing within 5 working days.
- The Professional Development Manager ensures action is taken by AIRAH to rectify and/or prevent a reoccurrence of any substantiated complaint.

Appeals

If the complainant is not satisfied with the result, or the matter remains unresolved, the complainant may direct a written complaint to the Chief Executive specifying the grounds for their appeal.

The Chief Executive will investigate the matter and the following actions taken:

- The matter may be referred to an independent panel acceptable to all parties.
- The Chief Executive or Chair of the appeals panel will determine whether the appeal should be dismissed or a hearing convened.
- Written notification will be provided informing the person(s) that their appeal has been dismissed (including the reason for this decision) or that the appeal will be allowed and providing details of the appeal hearing.
- The appeal hearing will normally take place no more than five (5) days after receipt of the above written notification.
- At appeal hearings, AIRAH and the person(s) concerned are entitled to representation, to question other parties and address the hearing.
- The person(s) concerned and relevant AIRAH staff will be notified of the outcome of their appeal in writing by the Professional Development Manager, including reasons for the decision.
- The proceedings and decision of an appeal will be kept confidential.

The appeal decision will be binding and final on all parties. There will be no further right of appeal.

Action at each step shall be taken as rapidly as possible and no later than the prescribed time limits. The time limit at any step may be extended by agreement with the complainant.

The Professional Development Manager ensures action is taken by AIRAH to rectify and/or prevent a reoccurrence of any substantiated complaint.



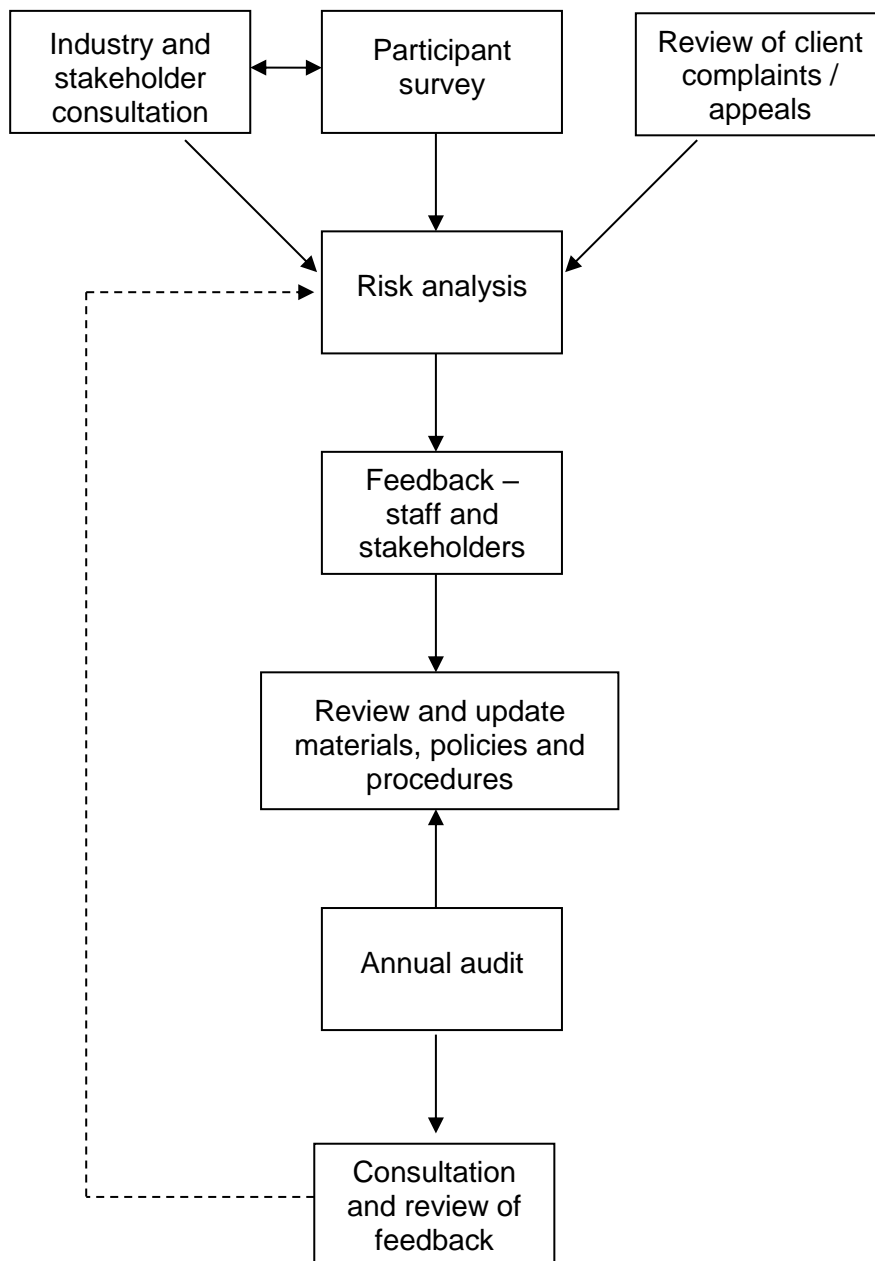
10. AIRAH’s Continuous Improvement Process

Ensuring the relevance of our training courses and materials delivered to industry, course participants and other stakeholders assist AIRAH in an ongoing process of review and feedback.

Consultation and feedback are important components of continuous improvement.

The process used is defined in the diagram following:

AIRAH’s Continuous Improvement Process



As part of the continuous improvement process a range of activities are undertaken at different times throughout the life of each course. They are shown in the table following:

AIRAH – Review and Improvement activities		
Timing	Consultation	Documents
Development – Course development – Addition to scope	Industry/stakeholders	Business plan
	Trainers/assessors	Risk analysis
		Participant Information Handbook Course materials Policies and procedures
Annual and Ongoing	Participants	Business plan
	Industry/stakeholders	Risk analysis
	Trainers/assessors	Complaints/appeals
	Staff	Survey/feedback
		Course materials
		Participant Information Handbook
		Policies and procedures
	File notes	

Review and Audit

Internal review and audit

The Professional Development Manager conducts an annual review and audit of all professional development activities (generally in December/January) to:

- Check that policies and procedures are being adhered to.
- Identify areas of weakness that require improvement, and;
- As part of our continuous improvement review.



A report on this review and audit will be documented by the Professional Development Manager and provided to the AIRAH CEO. Appropriate action will be taken to rectify any areas that require improvement.

Feedback

Feedback is sought regularly from course participants, trainers/assessors, and other stakeholders such as industry representatives.

Both informal and formal feedback is important. Informal feedback is verbal and should be recorded with a file note. Formal feedback is via a questionnaire or other written format.

Meetings

Regular meetings with trainers/assessors will be organised by the Professional Development Manager. At a minimum there will be an annual meeting. However, more regular meetings (such as at the end of each semester) may be held.

The meetings may be held via a telephone conference call.

The agenda will include the following:

- Policies and procedures
- Participant and industry surveys
- Customer complaints and appeals
- Delivery issues
- Validation and moderation of assessment
- Recording of results.