



Australian Institute of
CREDIT MANAGEMENT

LEARNING SERVICES

Online Assessment Guide

Australian Institute of Credit Management

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Essential Information

Contact details for AICM Learning Services staff

Debby Manners

Professional Development Coordinator

debby@aicm.com.au

Tel: (02) 9906 4563

User Name and Password

Your initial user name and password will be supplied to you by email.

Instructions to change password are found in this Manual

IT Requirements

For Windows:

Internet Explorer version 5.5 or above

Mozilla 1.1+

Netscape 4+

For Mac:

Safari 1.2.2+

Cookies must be enabled for all browsers.

If you do not have this technology you can access the online course anywhere with internet access (e.g. your library, internet café).

Why use the online assessment facility

The online assessment facility has been set up to enable a faster response to students when their assessment has been submitted for marking.

Viruses are a nuisance. We strongly encourage users to operate an updateable virus protection program, to minimise risk to your own resources and those of your fellow learners.

All information saved on your computer is your responsibility. You should always make a backup copy of all of your work.

It is important that you keep your profile up to date, especially your email address as this is the principle way of communication.

If you do not have access to the internet at work or home, you can use public libraries or internet cafes.

If you have any disability, such as a physical or learning, or a skills deficit, which will make it difficult for you to carry out the course work, or which will require reasonable adjustment, please notify the National Office as soon as possible.

If you are unsure about anything in relation to your assessment please use the help forum on your course home page.

Seeking an extension

If you have difficulty in meeting the final assessment submission date then you should seek an extension for your assessment, this can be done by emailing education@aicm.com.au .

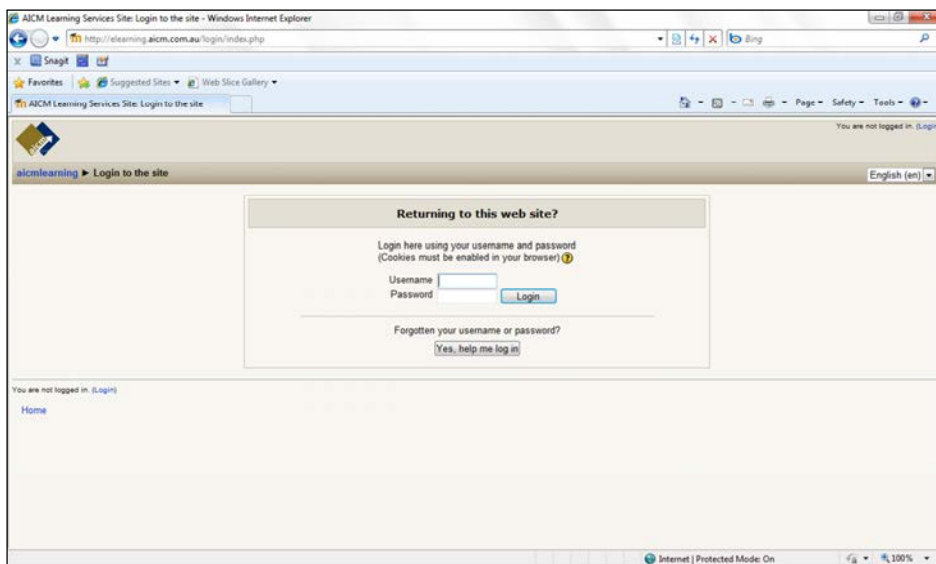
Getting Started

These steps will show you how to **login to the system**, **locate your assessment** and **upload your assessment**.

1. Open a browser and link to <http://elearning.aicm.com.au>

The login page will be displayed.

Enter your username and password (issued by email) and click 'Login'



As this is your first login the system will require that you verify and/or update your personal profile information and change your password.

2. Click on your name to view and edit profile.



It is important that you keep your profile up to date, especially your email address as this is the principle way of communication.

For security reasons you will be required to change your password as it has been sent to you via email.



3. Click on 'aicmlearning' to return to your homepage

The screenshot displays a user profile for Joy Baker. At the top left, there is a logo and the text 'aicmlearning > Joy Baker'. Below this, the name 'Joy Baker' is prominently displayed. To the right of the name are three buttons: 'Profile', 'Edit profile', and 'Blog'. The profile picture is a yellow smiley face with black eyes. To the right of the picture, the following information is listed: 'Country: Australia', 'City/town: Sydney', 'Courses: Legal Compliance', and 'Last access: Monday, 4 April 2011, 10:40 AM (18 secs)'. Below the profile information are two buttons: 'Change password' and 'Messages'. At the bottom left, it says 'You are logged in as Joy Baker (Logout)'. A red arrow points from a pink box labeled 'Return to homepage' to the 'aicmlearning' link.

Initial Message screen

Sometimes when you first logon you may see the following screen please follow the instructions as indicated on the screen shot.

The screenshot shows a web browser window displaying the 'Messages - AICM Learning Services Site' page. The page content includes a navigation bar with 'Contacts', 'Search', and 'Settings' tabs. A message states: 'Your contact list is currently empty. To send a message to someone, or to add a shortcut for them on this page, use the search tab above.' Below this, it shows 'Incoming Contacts (1)' with a contact named 'Admin User (1)'. A note explains that messages from non-contacted users appear here and that the page refreshes every 60 seconds. On the left, there is a 'Course categories' sidebar with items like 'Nationally Recognized' and 'Non-accredited'. On the right, there is a 'Calendar' for November 2011. Two instructional text boxes are overlaid on the page. The first box, with a red arrow pointing to the browser's close button (X), says: 'When you first logon you may see this message screen. Please do not use this message please just close the screen by clicking on the X in the red box.' The second box says: 'Some web browsers will display this message screen across the whole page if this happens again please close by using the X in the red box.'

Accessing your assessment

1. From your homepage, click on the course title to open it.

The screenshot shows the Core2Learning homepage. At the top left is the aicm logo. The main header contains the text "This is the home page for Core2Learning" and "The web page will always show that you are logged into the system. Please use the logout button when you finish." In the top right corner, it says "You are logged in as Joy Baker (Logout)" and "English (en)".

Below the header is a "Course categories" section. It lists several categories with blue circular icons to the right of each item:

- Nationally Recognised Training FNS10**
 - FNS51510 Diploma of Credit Management C3 Personal Insolvency
- FNS10 Assessment**
 - FNSCRD405A Manage overdue accounts
- Nationally Recognised Training FNS04/07**
 - FNS30404 Certificate III in Financial Services Mercantile Agents Component 2
 - FNS40107 Certificate IV in Financial Services Component 1
 - FNS40107 & FNS50107 Legal Compliance Component 2
 - FNS40107 Certificate IV in Financial Services Component 3
 - FNS40107 Certificate IV in Financial Services Component 4
 - FNS40107 Certificate IV in Financial Services Component 5
 - FNS50107 Diploma of Financial Services C 3 Personal Insolvency
- Non-accredited**

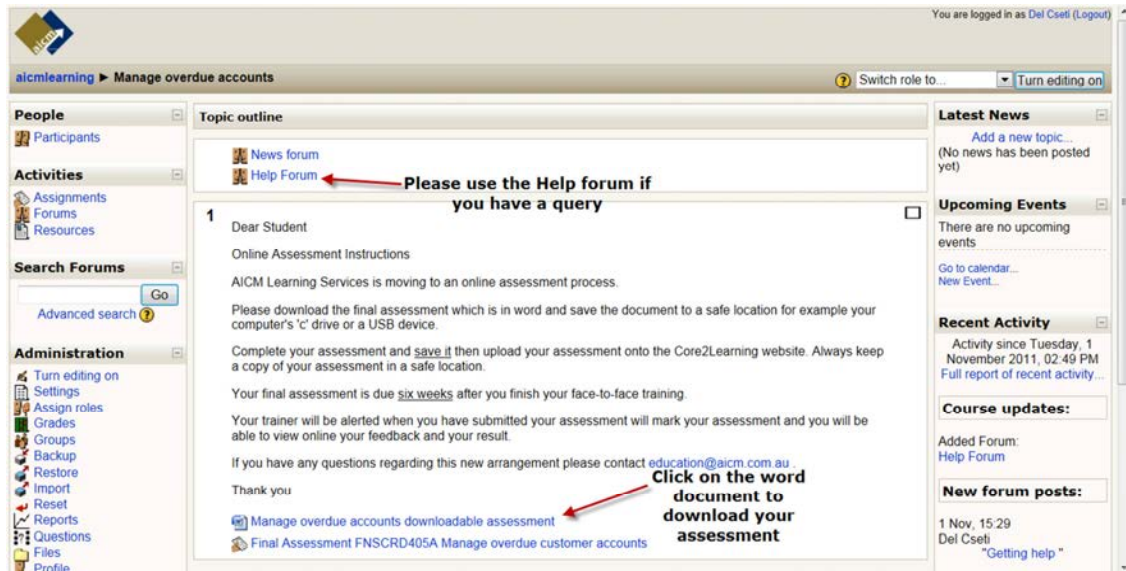
A red arrow points from the text "This is where you will find assessments only. Please select your course." to the "FNS10 Assessment" category. Below the course list is a search bar with the text "Search courses:" and a "Go" button.

On the right side of the page, there is a "Calendar" for October 2011. The calendar shows the days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat) and the dates from 1 to 31. The 1st is a Sunday, and the 31st is a Saturday.

At the bottom left of the page, it says "You are logged in as Joy Baker (Logout)".

Uploading your assessment

2. Click on the word icon to open your assessment.
3. Please note you can upload documents in any version of word and/or excel to a maximum size of 1mb.
4. You are not able to upload PDFs.



The screenshot shows the aicmlearning website interface. The main content area displays a forum post titled "1 Dear Student" with the following text:

Online Assessment Instructions

AICM Learning Services is moving to an online assessment process.

Please download the final assessment which is in word and save the document to a safe location for example your computer's "c" drive or a USB device.

Complete your assessment and save it then upload your assessment onto the Core2Learning website. Always keep a copy of your assessment in a safe location.

Your final assessment is due six weeks after you finish your face-to-face training.

Your trainer will be alerted when you have submitted your assessment will mark your assessment and you will be able to view online your feedback and your result.

If you have any questions regarding this new arrangement please contact education@aicm.com.au.

Thank you

Below the text are two links: [Manage overdue accounts downloadable assessment](#) and [Final Assessment FNSCR405A Manage overdue customer accounts](#). A red arrow points from the text "Click on the word document to download your assessment" to the first link.

On the left side, there is a navigation menu with sections: People, Activities, Search Forums, and Administration. A red arrow points from the text "Please use the Help forum if you have a query" to the "Help Forum" link in the "Search Forums" section.

On the right side, there are sections for Latest News, Upcoming Events, Recent Activity, Course updates, and New forum posts.

Now you need to follow the prompts on the screen as explained on the following pages.

Windows Internet Explorer

What do you want to do with
Ass_FNSCRD405A_Manage_overdue_customer_accounts...

Size: 798 KB
Type: Microsoft Office Word 97 - 2003
From: elearning.aicm.com.au

→ Open
The file won't be saved automatically.

→ Save

→ Save as

Cancel

select either 'Open' then save the document OR 'Save as' This will enable you to save the word document and complete the assessment

Jump to...

aicmlearning > Manage overdue accounts > Assignments > Final Assessment FNSCRD405A Manage overdue customer accounts

Separate groups: All participants

Available from: Thursday, 27 October 2011, 02:55 PM

Upload a file (Max size: 1MB)

Browse...

Upload this file

Step 1.

Step 2.

You are logged in as Joy Baker (Logout)

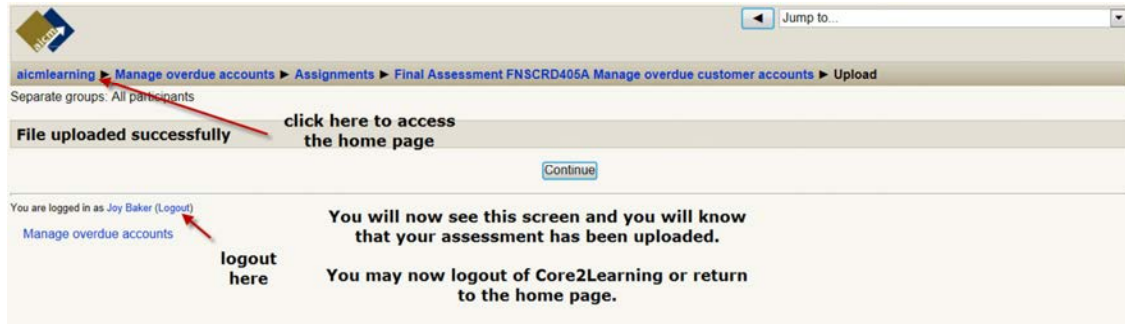
Manage overdue accounts

When you have completed the assesment and saved it you need to upload a copy.

Step 1. Click on browse and select where you have stored the document for example a USB device or your 'C' drive.

Step 2. Once you have located the document click on the document then click on Upload this file

Confirmation of Upload



The screenshot shows a web application interface with a navigation breadcrumb: [alcmlearning](#) > [Manage overdue accounts](#) > [Assignments](#) > [Final Assessment FNSCR405A Manage overdue customer accounts](#) > [Upload](#). Below the breadcrumb, it says "Separate groups: All participants". A red arrow points from the text "click here to access the home page" to the "Manage overdue accounts" link in the breadcrumb. The main content area displays "File uploaded successfully" and a "Continue" button. Below this, it says "You are logged in as Joy Baker (Logout)" and "Manage overdue accounts" with a red arrow pointing to it. The text "logout here" is positioned below the "Manage overdue accounts" link. To the right, there is a message: "You will now see this screen and you will know that your assessment has been uploaded. You may now logout of Core2Learning or return to the home page."

It is no longer necessary to send a hard copy of your assessment.

Accessing your results

To access your results you need to log into Core2Learning and go to your course. You will then see the screen set out below please follow the instructions as indicated on the screen shot.

The screenshot shows the Core2Learning interface. The user is logged in as Joy Baker. The main content area displays a forum post titled '1 Dear Student' with the following text:

Online Assessment Instructions
 AICM Learning Services is moving to an online assessment process.
 Please download the final assessment which is in word and save the document to a safe location for example your computer's 'c' drive or a USB device.
 Complete your assessment and save it then upload your assessment onto the Core2Learning website. Always keep a copy of your assessment in a safe location.
 Your final assessment is due six weeks after you finish your face-to-face training.
 Your trainer will be alerted when you have submitted your assessment will mark your assessment and you will be able to view online your feedback and your result.
 If you have any questions regarding this new arrangement please contact education@aicm.com.au.
 Thank you

Below the text are links for 'Manage overdue accounts downloadable assessment' and 'Final Assessment FNSCR405A Manage overdue customer accounts'. In the left-hand navigation menu, under 'Administration', the 'Grades' link is highlighted with a red arrow and the text 'click here to access your results'.

You will now see the screen below and you can see your results and feedback from your assessor.

The screenshot shows the 'User report - Joy Baker' page. The breadcrumb navigation is 'aicmlarning > Manage overdue accounts > Grades > Report > User report'. A red arrow points to the 'Report' link. The table below shows the assessment results:

Grade item	Category	Grade	Percentage	Feedback
Final Assessment FNSCR405A Manage overdue customer accounts	FNSCR405A Manage overdue accounts	Competent	0.00 %	Well done good response you have addressed all of the key issues
Course total	FNSCR405A Manage overdue accounts	0.00	0.00 %	

AICM Legislation Webpage

To support your learning, AICM maintains an online portal to legislation, regulation and the regulators responsible for the legislation.

AICM also provides links to the various Federal, State and Territory Courts as well as news feeds to help you keep up to date.

You will find throughout your studies, reference to the AICM Legislation website and in some instances, activities have been designed around using this site.

The following is a guide to use this portal.

Using the AICM Legislation Web page

The AICM Legislation web page is designed to assist you to access information about current legislative issues.

Each piece of legislation that impacts upon credit professionals has its own menu tab so you can go directly to the relevant law.

Each page relating to an Act will give you a link to the Act and its Regulations and the Regulator responsible for administering the Act.

In some cases you be given a direct link to Regulatory Guides relating to the Act as some Regulators have very large and complex web sites.

When you open a link you will see a **new** window. The window with the AICM Legislation website has not been exited or closed. You just need to close the new window and you will be back to the AICM Legislation site.

There is also a news page which will display the links to recent items which may be of interest. These links are archived by date so if you are looking for a news item and it is no longer displayed on the main page you just need to go to the archive section.

As many people are unfamiliar with accessing Acts and/or Regulations, the screen shots below will guide you through the process of using legislation.

When you first click on a link to an Act you will see a screen that looks like this.

Commonwealth Numbered Acts

[\[Index\]](#) [\[Table\]](#) [\[Search\]](#) [\[Search this Act\]](#) [\[Notes\]](#) [\[Notepad\]](#) [\[Download\]](#) [\[Help\]](#)

CORPORATIONS ACT 2001 NO. 50, 2001

TABLE OF PROVISIONS

[Long Title](#)

CHAPTER 1--Introductory

PART 1.1--PRELIMINARY

- 1.1. Short title
- 1.2. Commencement
- 1.3. Constitutional basis for this Act
- 3.1. Referring States
- 3.2. General territorial application of Act
- 3.3. Application to the Crown
- 3.4. ASIC has general administration of this Act
- 3.5. Application of [Acts Interpretation Act 1901](#)

PART 1.1A--INTERACTION BETWEEN CORPORATIONS LEGISLATION AND STATE AND TERRITORY LAWS

- 1.1A. Coverage of Part
- 1.1A.1. Concurrent operation intended
- 1.1A.2. Corporations legislation does not [apply to](#) matters declared by
- 1.1A.3. Avoiding direct inconsistency arising between the Corporations
- 1.1A.4. Registration of body as company on basis of State or Territory
- 1.1A.5. Regulations may modify operation of the Corporations legislation

PART 1.2--INTERPRETATION

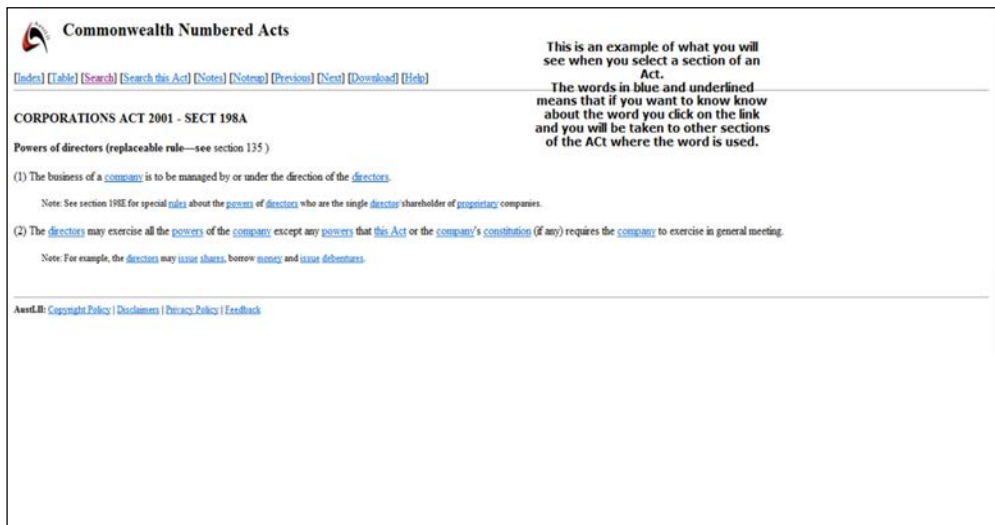
This is the full text of the Corporations Act if you scroll down the page you will find all of the sections of this Act it is like most legislation a very long Act.

If you click on this option you will be able to search just this Act

When you find a section that is relevant to you inquiry then you click on the number and you will be able to read and/or print the section.

If you scroll down this screen you will see every section of an Act. As indicated on the screen shot you can also search within the Act.

When you find a section that is relevant you click on the number and you will see a screen that looks like this.



This screen shot is of the section which relates to the powers of directors of a company. As indicated on the screen shot you can further with your query by clicking on relevant words provided that the word is in **blue** and underlined.

If you don't find what you are looking for use the **Table** option and you will go back to the Act.

If you do decide to find out more about a word and you click on the word you will see a screen that looks like this.

"director" of a [company](#) or other [body](#) means:

(a) a [person](#) who:

- (i) is appointed to the position of a [director](#); or
- (ii) is appointed to the position of an alternate [director](#) and is acting in that capacity;

regardless of the name that is given to their position; and

(b) unless the contrary intention appears, a [person](#) who is not validly appointed as a [director](#) if:

- (i) they act in the position of a [director](#); or
- (ii) the [directors](#) of the [company](#) or [body](#) are accustomed to act in accordance with the [person](#)'s instructions or wishes.

Subparagraph (b)(ii) does not apply merely because the [directors](#) act on advice given by the [person](#) in the proper performance of [functions](#) attaching to the [person](#)'s professional capacity, or the [person](#)'s business relationship with the [directors](#) or the [company](#) or [body](#).

Note: Paragraph (b)—Contrary intention—Examples of [persons](#) for which a [person](#) referred to in paragraph (b) would not be [included](#) in the term "director" are:

* section 249C (power to call meetings of a [company](#)'s [members](#)) * subsection 251A(3) (signing minutes of meetings) * section 205B (notice to [ASIC](#) of change of address).

"disclosing entity" has the meaning given by section 111AC.

"disclosure document" for an offer of [securities](#) means:

- (a) a [prospectus](#) for the offer; or
- (b) a [profile statement](#) for the offer; or
- (c) an [offer information statement](#) for the offer.

"discretionary account" has the meaning given by section 61.

"dispose" of a [futures contract](#) has the meaning given by sections 24, 26, 27 and 28. For the purposes of Chapter 6, a [person](#) who has a [relevant interest](#) in [securities](#) [disposes](#) of the [securities](#) if, and only if, they cease to [have](#) a [relevant interest](#) in the [securities](#).

"Statement of Offer" is subject to [section 611](#) in relation to [offer information statements](#) for [securities](#).

This an example of what you will see if you click on the word for directors. The word you are searching will be displayed in purple and you can scroll through the text of the Act

As you can see you can start to find out about the role and responsibilities of directors of a company as contained in the *Corporations Act 2001* (Cth).

You will also have access to links to the Regulations that arise from an Act of Parliament. If you search a regulation you will first see a screen that looks like this.



The screenshot displays the 'Commonwealth Consolidated Regulations' website. At the top, there is a navigation bar with links for [Index], [Table], [Search], [Search this Regulation], [Notes], [Notepad], [Download], and [Help]. The main heading is 'CORPORATIONS REGULATIONS 2001'. Below this, there is a 'TABLE OF PROVISIONS' section. To the right of the table, there are two explanatory text blocks: 'Regulations may be described as the procedure manual to accompany an Act which may be thought of as the policy document.' and 'Regulations often contain the forms you will need to use when for example you may be lodging a document.' The table of provisions is organized into sections: 'CHAPTER 1--Introductory' and 'PART 1.0---MISCELLANEOUS'. The 'PART 1.0---MISCELLANEOUS' section contains a list of numbered provisions, each with a blue hyperlink: 1.0.01. Name of Regulations [see Note 1]; 1.0.02. Commencement [see Note 1]; 1.0.02. Interpretation; 1.0.02A. Prescribed financial market (Act s 9); 1.0.03. Prescribed forms (Act s 350); 1.0.03A. Documents that must be in the prescribed form; 1.0.03B. Documents that must be lodged with ASIC; 1.0.03C. Documents that must be in a form approved by ASIC; 1.0.04. Directions and instructions in forms; 1.0.05. Documents and information required by forms; 1.0.05A. Lodgment with ASIC; 1.0.06. Annexures accompanying forms; 1.0.07. General requirements for documents; 1.0.08. Information to accompany financial documents lodged for financial years; 1.0.09. Information to accompany financial documents etc lodged for half-years; 1.0.10. Continuous disclosure notices; 1.0.11. Certain documents to be signed by personal representatives etc; 1.0.12. Form of notice of resolution; 1.0.13. Time for lodging documents; 1.0.14. Address of registered office or place of business; 1.0.15. Affidavits and statements in writing.

Regulations can be very useful and often contain what might be described as the 'procedure manual' of how an Act will work. You can search a regulation the same way you search an Act. Click on the number and you will be directed to that part of the regulation. Always click on **Table** to go back to the main page of the Regulations.