

Foundations of  
**Directorship™**

# Participant Assessment Guide



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# Introduction

The *Foundations of Directorship™* course is designed for new and aspiring directors, senior executives, and managers wanting to gain a foundational knowledge of the duties and responsibilities of boards and directors.

The course covers all the key areas needed as a board director, including Governance for Directors, Risk and Strategy for Directors, and Finance for Directors.

At the Australian Institute of Company Directors (AICD), assessment is an opportunity for participants to consolidate their learning and to benchmark their understanding against the standard set by the AICD.

This guide provides information relating to the assessable components of the following programs:

- *Foundations of Directorship™*
- *Foundations of Directorship™* Online
- Public Sector *Foundations of Directorship™*

# Planning for the assessment

Before attempting the assessment, participants must reflect on their learning and plan an approach. Below are some suggested strategies to help with preparation:

- Read the course notes before and after the course.
- Become familiar with MyLearning and the assessment platform, and explore the available resources.
- AICD is committed to providing equitable access to the assessment tasks for all learners. For more accessibility information, please go to page nine.
- Participants should use the two practice quiz attempts to become familiar with the question types and the online experience. The two practice quiz attempts can be accessed from the first official day of the course.
- Note all assessment due dates (including resit attempt) and requirements regarding completing the quiz.

## **ACCESSING MYLEARNING:**

1. Login through the AICD website.
2. Click the dropdown arrow next to the profile icon in the top right-hand corner and select Dashboard.
3. Select MyCourses/webinars, then click **Access MyLearning**.

Contact the assessment team for any questions:

Email: [assessment@aicd.com.au](mailto:assessment@aicd.com.au)

**Phone: 1300 739 119**

# Assessment overview

## ELIGIBILITY REQUIREMENTS

The table below outlines the requirements that all *Foundations of Directorship*<sup>™</sup> participants must be aware of before completing their assessment tasks.

### Course formats



#### Single sessions

**Requirement:** participants must attend all three single sessions.

**Assessment content:** participants will be assessed on the content from the session they attend .

**Assessment release date:** on completion of each single session.

**Assessment due date:** each quiz must be completed within three months from the date of attendance of each course.



#### Online

**Requirement:** has no minimum attendance requirement, virtual classroom recordings are available in MyLearning.

**Assessment content:** participants will be assessed on all three topics from the program.

**Assessment release date:** post completion of the final day of course delivery (Finance for Directors).

**Assessment due date:** the quiz must be completed within six weeks from the final day of facilitated learning.

# Assessment tasks

All assessment tasks must be an individual's own work and be completed as an individual exercise. The assessment tasks have been written, reviewed, and tested by our assessment faculty and are delivered in an online format. The assessment structure is different depending on the *Foundations of Directorship*<sup>™</sup> course format being undertaken.

## Practice Quiz

- There are two opportunities to sit the practice quiz for each topic area.
- Each topic area has 10 questions.
- The time allocated for the practice quiz is 30 minutes (3 minutes per question) per topic area.
- An additional 30 minutes per topic area has been provided to allow reviewing the feedback, which will be displayed immediately after each attempted question.
- The timer cannot be paused once an attempt has started.

## FOUNDATIONS OF DIRECTORSHIP<sup>™</sup> - SINGLE SESSIONS

Three individual open-book quizzes consisting of ten multiple-choice questions from each of the single session topics:

- Governance for Directors
- Risk and Strategy for Directors
- Finance for Directors

### Time

- The time limit is **30 minutes** (3 minutes per question) for each quiz - including reading time.
- The timer cannot be paused once an attempt has started.

### Due dates

- Each quiz must be completed within **three months** from the date of attendance at each course. This timeframe needs to include any required resits.
- Assessment due dates can be found on the homepage of the assessment platform.

All single sessions and assessment tasks must be completed within **12 months** from the first-course date of attendance.

## FOUNDATIONS OF DIRECTORSHIP<sup>™</sup> - ONLINE COURSE

A single open-book quiz consisting of 30 multiple-choice questions, ten from each session:

- Governance for Directors
- Risk and Strategy for Directors
- Finance for Directors

### Time

- The time limit is **90 minutes** (3 minutes per question) - including reading time.
- The timer cannot be paused once an attempt has started.

### Due dates

- The quiz must be completed within **six weeks** from the final day of facilitated learning. This timeframe needs to include any required resits.
- Assessment due dates can be found on the homepage of the assessment platform.

## QUIZ KEY DETAILS

- Each question has a scenario and four options. Participants are expected to select the most appropriate option that best applies to the question from a director's perspective.
- Participants should make use of the two practice quizzes to become familiar with the question types and the online experience.
- Read the question carefully, eliminating the alternatives or "distractors" before selecting an answer.
- Attempt each question (marks are not deducted for incorrect answers).
- This is an open-book quiz, so participants may have the course notes available for reference should they be needed.
- Whilst the quiz can be accessed via mobile devices (smartphones and tablets), it is strongly recommended that participants use a laptop or desktop.
- The quiz will auto-save all answers in the background when moving between questions.
- The quiz will auto-submit once the time limit has been reached.

## RESULTS AND GRADES

Results are reported as a section score and grade; percentage scores are not provided.

To successfully pass the assessment tasks, a result of 65% or above is required.

### Grades

**Pass:** a minimum of 65% in any assessment task is achieved.

**Resit:** a result of less than 65% is achieved on the first attempt and a resit is required.

**Not Successful:** a result of less than 65% is achieved on the resit attempt.

## MARKING AND FEEDBACK

The quiz attempt is automatically graded upon completion. Feedback can be viewed by clicking the 'Feedback' tab in the left-hand menu of the assessment platform. The quiz grade can be viewed in the 'Grades' section within MyLearning.

- If the result is **resit**, the resit quiz will become available on the following day.
- If a participant has not attempted the quiz before the assessment due date or is not successful in the resit, refer to Additional Assessment options on pages 10-11.
- For integrity reasons, quiz questions and participant answers are not returned.

# Assessment outcomes

On successful completion of all required assessment tasks:



Participants will be awarded 5 Director Professional Development (DPD) units.



Receive the Foundations of Directorship completion certificate.

## Pass notification and certificate



### Pass notification

#### *Foundations of Directorship™ Single Sessions*

After successfully passing all three assessment tasks, participants will receive an official pass email within **two weeks** of receiving the final quiz pass grade.

#### *Foundations of Directorship™ Online*

After successfully passing the single assessment task, participants will receive an official pass email within **two weeks** of receiving the pass grade.



### Completion certificate

Participants who successfully pass the assessment requirements will receive the *Foundations of Directorship™* completion certificate. In the first week of each month, the completion certificates are processed for the previous month.

The completion certificate will be posted within **six weeks** of receiving the final pass and should arrive within **eight weeks**.

Reprints of *Foundations of Directorship™* completion certificate will incur a fee of \$100.



# Support tools and services

The AICD believes that all participants should have the opportunity to complete the assessment tasks. The following support services are provided:

## ACCESSIBILITY OPTIONS

Accessibility adjustments are available to learners with disability, illness, or injury. AICD is committed to providing appropriate adjustments to enable participants to complete the assessment tasks effectively. Types of adjustments may include:

- Additional time
- Information provided in an alternative format

Eligibility for adjustments is determined on an individual basis in consultation with the AICD Assessment team. AICD may ask for supporting documentation to assist the request.

## CONTACTING THE ASSESSMENT TEAM

For any administrative queries, the national assessment team can be contacted between 9:00 am and 5:00 pm Monday to Friday, Australian Eastern Standard Time (AEST) via:

Phone: **1300 739 119**

Email: **assessment@aicd.com.au**

## FEEDBACK CALLS

Participants may request additional support via a phone call with an assessment consultant.

This offer applies to resit and not successful grades only.

Fee: \$300

The assessment consultant will review the participant's quiz attempt, with a focus on the questions where the participant has selected an incorrect alternative. The purpose is to improve understanding and to enable improved performance moving forward. The review does not mean providing direct access to the participant's submission, nor will it be going through the correct/incorrect answers.

# Additional assessment options

Participants who do not pass the assessment tasks within the allocated assessment cycle still have options available to them. Eligibility requirements apply.

These options have specific timeframes and additional costs. We encourage participants to consider each option carefully in line with any upcoming work and personal circumstances before committing to enrol.

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**Single sessions** Purchase the required assessment product/s to complete the course.

Assessment Product	Fees
Governance for Directors quiz	\$80
Risk and Strategy for Directors quiz	\$80
Finance for Directors quiz	\$80

Participants purchasing assessment products will attempt the same assessment format as their original course, which will also refer to the same set of course notes.

## Terms and conditions:

- Purchases of individual assessment products can be made three months after the completion of each individual course. All purchases must be made within **12 months** from the first-course attendance date.
- Each product comes with a three-month assessment cycle. Assessment products must only be purchased when a participant is ready to undertake the quiz; once the three-month assessment cycle has been set up, it cannot be deferred or revised.
- Each assessment product purchase includes two attempts. The resit attempt, if required, must be completed by the assessment due date.
- Participants are limited to a maximum of **one purchase** per assessment product.
- Please email [assessment@aicd.com.au](mailto:assessment@aicd.com.au) for the payment link. Once payment is made, the participant will be notified via email and the assessment task/s will be activated within **two business days**.

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## Online

**Purchase the assessment product to complete the course.**

Assessment Product	Fees
<i>Foundations of Directorship</i> <sup>™</sup> Online Assessment Product	\$115

Participants purchasing the assessment product will attempt the same assessment format as their original course, which will also refer to the same set of course notes.

### Terms and conditions:

- Purchases can only be made within **six weeks to 12 months** from the first-course attendance date.
- The purchased assessment product comes with a six-week assessment cycle. Assessment products must only be purchased when a participant is ready to undertake the task; once the six-week assessment cycle has been set up, it cannot be deferred or revised.
- The assessment product includes two attempts. The resit attempt, if required, must be completed by the assessment due date.
- Participants are limited to a **maximum of one** assessment product purchase.
- Please email [assessment@aicd.com.au](mailto:assessment@aicd.com.au) for the payment link. Once payment is made, the participant will be notified via email and the assessment task will be activated within **two business days**.

# Special Consideration Policy

## PURPOSE AND SCOPE

This policy outlines the circumstances and eligibility criteria under which the Australian Institute of Company Directors (AICD) may determine an application for Special Consideration from a course participant undertaking the assessment.

Special Consideration intends to provide academic equity for participants whose performance in an assessment task may be adversely affected by illness, disability, misadventure, or other extenuating circumstances beyond the control of the participant.

Special Consideration is not applied automatically and will only be determined based on the merits of the individual case and in accordance with this policy.

A successful application will not result in any adjustment of assessment results.

## GROUNDINGS FOR APPLICATION

An application for Special Consideration of circumstances must meet one of the following criteria to be considered:

### Medical

- Acute illness or injury requiring hospitalisation or treatment from a medical practitioner. This includes pregnancy-related complications and mental health.
- Serious physical injury resulting in temporary or permanent disability.

### Disability

- Disability includes physical, intellectual, psychiatric, sensory, neurological, learning disability, physical disfigurement and immunological (definition from the Disability Discrimination Act).
- Examples of disability include hearing, speech or visual impairments, mental illness, arthritis, asthma, cancers, diabetes, dyslexia, or epilepsy.
- Notification at the beginning of the course is encouraged to enable AICD to implement any required adjustments and facilitate a participant completing the assessment within the due dates.

### Compassionate

- Death of an immediate family member or partner.
- Serious illness directly affecting an immediate family member, partner, or close relative where the participant is the primary caregiver.
- A natural disaster or communicable disease.
- Substantive, unexpected event such as a car accident.

### Mandatory Commitment

- Jury duty.

## APPLICATION PROCEDURE

All applicants must email the Assessment Team clearly outlining the assessment task(s) they would like considered and the grounds on which the application is made.

All supporting documentation must be submitted at the time of application and demonstrate that substantial disruption has been caused to a participant's assessment.

The signatory must not have a conflict of interest with the participant. E.g., be a family member, friend, etc.

Completed applications must be received **before** the assessment due dates to **assessment@aicd.com.au**

## REQUIRED DOCUMENTATION

Category	Documentation
<b>Medical</b>	The medical certificate from the treating physician, clearly stating the date(s) that the participant sought treatment and confirmation of the length, severity, and nature of the illness and the impact on the assessment.
<b>Disability</b>	The medical certificate from the treating physician, clearly stating: <ul style="list-style-type: none"><li>• the disability or chronic medical problem,</li><li>• limitations to the participant study,</li><li>• clear provisions of specific accommodations and/or assistance required.</li></ul>
<b>Compassionate</b>	Death notice or certificate, or Statutory declaration stating the relationship to the participant or medical certificate from the related parties treating physician.
<b>Mandatory Commitment</b>	Notice of jury selection or statutory declaration stating the Jury term.

## CIRCUMSTANCES THAT DO NOT CONSTITUTE GROUNDS FOR SPECIAL CONSIDERATION

The following circumstances do not consider grounds for Special Consideration:

- Unexpected or additional work commitments
- Travel plans associated with work commitments
- Minor illness
- English as a second language
- Typing skills (unless medically or disability-related with supporting documentation)

- Stress or anxiety related to assessment preparation
- Attempting an assessment without adequate preparation
- Personal reasons or commitments such as holiday travel
- Ignorance of assessment due dates or other published timelines
- Late enrolment into the course

## OUTCOME

Applicants will be provided with a written outcome within **two weeks** of the application.

# Code of Conduct

This policy outlines the rights and responsibilities of all participants within programs offered by the Australian Institute of Company Directors (AICD) whilst enrolled as a course participant.

All course participants are expected to have read and understood this policy.

This policy applies to:

- All AICD course participants, whether they intend to complete the available assessment tasks and apply for membership or not.
- All activities within AICD courses, regardless of how those activities are delivered to participants.
- This policy should be read in conjunction with the AICD Participant Code of Conduct.

## AICD EXPECTATIONS OF PARTICIPANT CONDUCT

AICD's reputation is dependent upon the conduct of its members and participants within the programs it offers. AICD expects that participants within its programs will at all times conduct themselves in a manner that is consistent with the core values of AICD and its members. This involves treating all other participants and AICD representatives with respect and understanding at all times.

## COMMUNICATION

AICD will communicate with course participants using the contact details (primarily email and telephone) provided by participants. Should a participant's contact details change, the participant is responsible for notifying AICD of the change. Should a participant fail to notify AICD of any change in details, then the participant is responsible for the consequences due to this failure.

Participants are required to regularly check emails sent by AICD to the email address as per their contact details.

## ACADEMIC HONESTY AND INTEGRITY

Participants are expected to:

- Conduct themselves honestly and in compliance with AICD's rules, regulations and policy.
- Not engage in academic misconduct, including plagiarism, the falsification of materials, or cheating.
- Actively participate in the learning process, taking into consideration the needs and expectations of your fellow participants.
- Be aware of assessment due dates and the implications of not meeting those due dates.
- Behave ethically, avoiding actions or behaviours that would unfairly impact either themselves or another participant.
- Ensure the proper use of copyright material, including AICD material.
- Ensure course activities are conducted safely and do not place others at risk of harm.
- Be familiar with resources available to assist in their professional development, including resources to help avoid plagiarism.
- Be familiar with the misconduct procedures and the potential penalties should a participant be found guilty of misconduct.
- Breaching of any rules and regulations associated with courses offered by AICD.
- Conduct that is in any way detrimental to AICD.
- Abuse of other participants or AICD representatives, either verbal, written or electronic.
- Any action that may cause an individual to be concerned for their personal safety.

## PLAGIARISM

Plagiarism occurs when a person or persons represent their work/ idea as being original, when it is in fact the work/idea of another person or persons, without appropriately recognising/acknowledging the source of that work/ idea.

Collusion is the representation by a person or persons that a piece of work/idea is their own, when in fact it is the result (either in whole or in part) of unauthorised collaboration with another person or persons. In this circumstance, both the participant(s) presenting the work and the person or persons involved in the unauthorised collaboration will be considered as contributors in academic misconduct.

Where a person or persons is found to have committed plagiarism, they will also be found to have committed academic misconduct.

## PENALTIES

Where a participant is found to have committed academic misconduct (including plagiarism), AICD may impose a range of penalties, including, but not limited to:

- Warnings for breach
- Removal of participant(s) from the enrolled course (at the participant's cost)
- Withholding of certificates or awards
- Exclusion from future courses
- Exclusion from membership

In determining the level of penalty, AICD will take into account the seriousness of the breach and any previous breaches by the participant.

## APPLICATION OF THIS CODE

This Code of Conduct outlines the expectations of all participants within programs offered by the Australian Institute of Company Directors (AICD) regarding their conduct whilst enrolled as a course participant.

All course participants are expected to have read and abide by this Code of Conduct.

This Code applies to:

- All AICD course participants, whether they intend to complete the available assessment tasks and apply for membership or not.
- All activities within AICD courses, regardless of how those activities are delivered to participants.
- In circumstances not covered by this Code, the principles of the Code will be applied.

## PARTICIPANT OBLIGATIONS

Participants have an obligation to have read and understood all course rules, regulations and policies affecting them.

Participants must ensure that their contact details held by AICD are up to date, and to advise AICD of any changes. Participants will regularly check emails sent by AICD to the email address as per their contact details.

## PERSONAL CONDUCT

All participants must:

1. Treat all representatives (employees, contractors, consultants etc.) of AICD and other participants with respect, dignity, courtesy, and sensitivity.
2. Always maintain a cooperative and collaborative approach.
3. Act with honesty and integrity.
4. Respect the privacy of all AICD representatives and other participants.
5. Not act in a way that unnecessarily or unreasonably impedes other participants.
6. Not become involved in or encourage discrimination against or harassment or bullying of AICD representatives or other participants.

## PENALTIES FOR BREACH OF THIS CODE

Where a participant is suspected to have breached this Code of Conduct, AICD will investigate the matter.

If the suspected breach is found to be proven, then AICD reserves the right to apply appropriate penalties, including warnings of breaches, removal of participants from the enrolled course (at the participant's cost), withholding of certificates and awards and exclusion from membership.

## PARTICIPANT ASSISTANCE

Where a participant requires assistance in relation to their participation in any course offered by AICD, they should lodge their request for assistance in writing with [assessment@AICD.com.au](mailto:assessment@AICD.com.au) at the earliest possible date.

Assistance may be relevant to workshop attendance, access to resources or undertaking assessment tasks. In order to allow AICD to appropriately assess a participant's requirements, participants should provide all relevant details in their request, including independent medical or other professional evidence.

## GRIEVANCES

Where a participant believes that they have been treated unfairly and, as a result, their academic progression/ achievement is below what would have occurred if they had not been treated in such a way, they may lodge a written grievance with the Assessment Manager.

The Assessment Manager will investigate the participant's grievance and advise the participant of their findings and the determination in relation to their grievance.

Participants are required to lodge any grievance within a reasonable time frame in order to allow a full and proper investigation of their grievance. In a majority of circumstances, the participant will receive some advice in relation to their grievance within four weeks.

## APPEALS

If a participant wishes to appeal the grade achieved in an assessment task, they should contact [\*\*assessment@aicd.com.au\*\*](mailto:assessment@aicd.com.au).

Contact should be made in writing within ten working days of the formal notification of the grade. The participant's notification should include all details relevant to their appeal.

Upon investigation of the participant's appeal, [\*\*assessment@aicd.com.au\*\*](mailto:assessment@aicd.com.au) will advise the participant of the result of their appeal within four weeks.

## REVIEW OF RESULTS

AICD has a robust process for assessing participants' performance in assessment tasks. This process includes a moderation of all written assessment tasks to ensure a consistent standard is applied to all participants.

## PRIVACY

AICD is committed to the protection of the privacy of its participants, including compliance with relevant privacy legislation.

Participants' details (including assessment results) will only be discussed (either verbally or in writing) directly with the participant unless the participant has provided authorisation for AICD to release details to another individual. Such authorisation needs to be in writing and include the signature of the participant.

[\*\*www.aicd.com.au/global/privacy\*\*](http://www.aicd.com.au/global/privacy)

## CHATHAM HOUSE RULES

To ensure frank discussion and confidentiality of individuals during programs, participants are required to adhere to the Chatham House Rule.

'When a meeting, or part thereof, is held under the Chatham House Rule, participants are free to use the information received, but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed.'

[\*\*www.chathamhouse.org/about-us/chatham-house-rule\*\*](http://www.chathamhouse.org/about-us/chatham-house-rule)



## RESOURCES

Resources include course material, workshops, online environments, and other items that participants are granted access to via their enrolment as a participant in an AICD course.

Participants are expected to:

1. Use and care for all AICD resources in a lawful and ethical manner, mindful of the need for resources to be shared between participants.
2. Ensure their actions or inactions do not harm, or bring into disrepute, AICD's reputation or good standing.
3. Not participate in any AICD course activity while under the influence of alcohol or any prohibited drugs.
4. Not use, possess or supply any prohibited drug, substance or weapon at an AICD event.
5. Not misuse facilities in a manner which is unlawful, or which could be detrimental to the rights and properties of others.
6. Not use AICD's name, reputation or logo for private gain or the gain of a third party, or private business or commercial purposes, without prior permission.
7. Not use AICD course material and resources for private gain or the gain of a third party, or private business or commercial purposes, without prior permission.

## ONLINE DELIVERY

Participants should **not**:

1. Post messages containing defamatory or other inappropriate material.
2. Collude on assessable individual work, including exams and assignments.
3. Upload files or post messages that contain material protected by copyright, intellectual property or privacy laws.
4. Share login details with another person or ask other participants or AICD representatives to provide their login details.
5. Reveal personal information about another person without prior written permission.
6. Discriminate against or harass other participants.
7. Conduct themselves in a manner which may have a detrimental impact on others.

# Frequently asked questions

## GENERAL

### Q: When can I attempt my assessment?

**A:** Single session – the quiz will become available on completion of each single session.

Online – the quiz will become available post completion of the final day of the course delivery.

### Q: What topics are assessed?

**A:** All content from Governance for Directors, Risk and Strategy for Directors, and Finance for Directors.

### Q: Do I get my actual marks back?

**A:** No. Raw marks and/or percentages are not provided at this time. Results are shown as grades only (i.e. Pass, Resit, or Not Successful), accessible by selecting the 'Grades' tab in MyLearning.

### Q: Is my assessment task returned to me?

**A:** No. To retain the integrity of the assessment process, individual answers are not returned to participants.

### Q: What resources am I allowed to access during the assessment tasks?

**A:** All tasks are open-book. Participants can use all course materials.

### Q: What happens if the page freezes during the quiz attempt?

**A:** Refresh the browser. If the issue persists, take screenshots of the entire screen, and contact the Assessment team at [assessment@aicd.com.au](mailto:assessment@aicd.com.au).

### Q: Who do I contact about my completion certificate?

**A:** The completion certificate will be posted within **six weeks** of receiving the final pass and should arrive within **eight weeks**.

### Q: Can I use AI in any of my assessment tasks?

**A:** No, any work produced or assisted by a third party, including artificial intelligence systems (e.g. ChatGPT), cannot be submitted for assessment, as this is considered academic misconduct.

## PRACTICE QUIZ

### Q: Where can I find the practice quiz?

**A:** The practice quizzes are located on the homepage of the assessment platform.

### Q: How many times can I do the practice quiz? Will I get the same questions each time?

**A:** The practice quiz is provided to demonstrate the format and type of questions that may be encountered in the actual assessment.

Participants have two attempts, and the questions are randomly selected from a pool of questions.

### Q: Why is the practice quiz duration different to the actual quiz?

Each practice quiz has been allotted additional time (twice the original quiz duration) to allow participants to read through the feedback, which will be displayed immediately after each question is attempted.

## RESITTING ASSESSMENTS

### **Q: How will I know if I need to resit a quiz?**

**A:** Participants will receive an automatic grade upon completion of the quiz, which can be viewed by clicking the 'Grades' tab in the top menu in the MyLearning course. If a participant receives a resit grade, the resit quiz will become available the following day.

All attempts, including resits, must be submitted by the assessment cycle due date. Therefore, participants should ensure they take into consideration the overnight marking timeframe to be eligible for a resit if required. Resits cannot be fast-tracked for those who have not left sufficient time.

The 'Grades' page in MyLearning will also have a record of the resit grade outcome.

### **Q: I have been unsuccessful in my resit attempt; how long do I have to purchase the assessment product (an additional two attempts)?**

**A:** Single Session – the product can be purchased three months after the first-course attendance date, and must be purchased within 12 months from the first-course attendance date.

Online – the product can be purchased six weeks after the course attendance date and must be purchased within 12 months from the first-course attendance date.

Participants are limited to a maximum of one purchase per assessment product per task.

### **Q. Can I attempt the resit immediately after my first attempt?**

**A:** Quiz attempts are automatically graded upon completion; feedback and a grade are available immediately, however, the resit quiz will only become available the following day.

### **Q: Can I speak to someone about my resit grade?**

**A:** To speak with someone about a quiz attempt, the Assessment team can arrange a feedback call with a consultant. Please refer to page 9 for details and fees.

### **Q: What happens if I am outside of the 12-month eligibility period to purchase an assessment product?**

**A:** Participants outside of the 12-month eligibility period will need to enrol in the single sessions or online program and complete all assessment task requirements again (any historical pass grades do not apply).

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