

COURSE INFORMATION

The information below is provided to you as a brief overview of your course. However, once you have enrolled in our course you will receive a more in-depth course outline.

ACADEMY PHILOSOPHY

We are proud of our methodology and standards which provide a holistic approach to training. Our content is aligned with in demand skills required in industry with rapid constant continual development to become highly sought-after members of industry. Our focus is on workforce “development”, long term career growth and challenging traditional placement systems and services.

COURSE DESCRIPTION

Throughout the WYWM Robotic Process Automation Consultation pathway you'll be introduced to fundamental robotics process automation concepts and the technical skills in preparation for a role as a Robotic Process Automation Consultation.

TARGET AUDIENCE

This course is for any individuals interested in attaining a job as a Robotic Process Automation Consultation. Basic knowledge of general computer fundamentals is beneficial but not required.

UNIT OUTCOMES

The information below is provided as a guide to assist students in engaging appropriately with the course requirements.

Prerequisites

The minimum requirement for this prerequisite is successful completion of the WithYouWithMe Aptitude Testing. The minimum pass mark for WithYouWithMe Aptitude Testing requires you to pass 35 questions out of a total of 66 questions. The WithYouWithMe Aptitude Testing is a diagnostic test that provides an understanding on a learners aptitude, potential to complete the course, and their potential for future employment in the Robotics Process Automation industry.

Pass score

The passing score for this course is 70%.

Course requisites

The Robotic Process Automation Consultation is delivered through the WYWM Academy online learning platform, supplemented by live interaction with instructors and dedicated online forums.

The course runs over a 12-week timetable and is accessible on demand during this period. There are some milestones to be met during the course, but it is otherwise self-paced.

Students will need up to 120 hours to complete all of the course activities.

To successfully complete the course, you will be required to:

- Watch and complete all interactive video content
- Read all documentary content
- Interact with instructors and other students in online forums
- Conduct guided research on RPA topics
- Complete online knowledge and practical quizzes and achieve a 70% pass mark
- Complete three assignments as follows and achieve a 70% pass mark:
 - Write a Process Definition Document based on a scenario
 - Create a Blue Prism automation solution to a simple manual process and produce relevant solution documentation
 - Create a Blue Prism automation solution to a more advanced manual process and produce relevant solution documentation

CERTIFICATE REQUIREMENTS

Academic: To fulfil the academic requirements of the curriculum, students must complete the curriculum and satisfactorily complete all assignments, as well as the knowledge checks in the curriculum. Knowledge checks and the assignments are created to test student achievement of established learning outcomes.

Certificate issuance: To be issued a certificate of completion, a student must complete all the academic requirements of the curriculum. Upon successful completion of the assignment, the student will receive a certificate of completion for the exam.

Certificate maintenance and use: Each certificate has a unique serial number which is tracked by WYWM Academy Administrator. Certificate is not transferable to another person or company. The certificate can only be used while it is valid. When certificate is invalidated for any reason, the person can no longer use the certificate.

Certificate term of validity is two years pursuant to industry updates.

Completion requirements

- Study course materials
- Pass all knowledge checks and assignments

Certificate Issue

Student will receive a Certificate of Completion upon completing the academic requirements of the curriculum.

Invalidating a Certificate. WYWM certificates are invalidated for the following reasons. The Lead instructors and Head of the Academy will discuss actions required to notify certificate holders and their employers, in writing, if a previously issued certificate is invalidated:

- Learner stakeholder do not complete the course requisites
- Learner falsification or misrepresentation of identity and/or personal information

Validation for an employer

Employers may validate authenticity and term of validity of WYWM certificate by contacting WYWM academy@withyouwithme.com and providing student name and course name. WYWM will provide a YES or NO. No further information will be provided to employers.

Validation for a student/graduate

Graduates may validate the term of validity of WYWM certificate by contacting WYWM academy@withyouwithme.com.au and providing their name and course name. WYWM will provide the term of validity of the certificate.

Information Regarding Changes to the Certificate Program

The Academy will strive to deliver its curriculums in accordance with the descriptions provided on the website at the time of enrolment. However, in some situations it might be beneficial or necessary for WYWM to implement changes to curriculum. The changes will not be very substantial so as to have an impact on students who have already started their curriculum. In some circumstances where it is necessary for WYWM to implement such changes after enrolment due to developments in the relevant subject, advances in teaching or evaluation practice, or requirements of accreditation processes, students will be notified of the changes made to curriculum immediately. Primary stakeholders will be notified of changes to program purpose, scope, intended learning outcomes via the WYWM website.

ONLINE INTERACTION

Google Hangouts will be utilised for instructor interactive sessions during the course. Students will receive an email invitation to dial in. All sessions will be recorded and posted.

TECHNICAL REQUIREMENTS

Prior basic computer experience is beneficial for example the ability to operate a computer using a Graphical User Interface (GUI) and a Command Line Interface (CLI).

Hardware and Software required

- Access to a computer (desktop, laptop, notebook, etc)
- Internet connection
- CPU: 64-bit Processor (Intel or AMD chipsets; example i3 to i7)
- RAM: 4GB or Better (8GB Recommended)
- Free Hard Drive Space: 60 GB
- Operating Systems: Windows 7 to Windows 10, Linux 3.x (and up) Distros, Mac OS X
- Office Productivity for Reports e.g. Microsoft Office or LibreOffice
- Reader for PDF Files e.g. Adobe Acrobat Reader or MS Word 2016
- Web Browser: Operating System Browser or 3rd Party (Chrome, Firefox) (Capable of showing video)

CAREERS

Employment can be found in most capital cities (most commonly; Sydney, Melbourne, and Canberra). You can gain employment at the following:

- Boutique Cyber Security firms
- Large consulting companies - PwC, Accenture, Deloitte, KPMG, EY etc.
- Form part of an internal security team for larger organisations, such as, Banks and telecommunication companies.
- Government departments

INSTRUCTOR PROFILE


Required Qualifications for Robotic Process Automation Instructors


- Formal training in a major RPA software tool
- Evidence of practical experience as a member of an RPA team or a technical operations role or course related experience
- Completion of WYWM RPA Developer Course

Required Qualifications for Robotic Process Automation Lead Instructor

- 1+ Years experience in Robotic Process Automation
- RPA certification by Blue Prism, UiPath and OpenSpan
- Certificate IV in Training and Assessment or evidence of prior instructional experience

ENQUIRIES FOR SUBJECT MATTER EXPERTISE CONTACT

<p>Thomas Johnston Robotics Process Automation Instructor</p> 	<p>Thomas is completing a Bachelor of Engineering (Mechatronics)</p> <p>Thomas successfully completed the WYWM Robotics Process Automation Developer Course and moved into RPA consulting in November 2018. Thomas has experience in robotics process automation (Blue Prism and UiPath), project management, risk management and change management - dealing with complex and sensitive issues and projects. Thomas is a dedicated and vigilant IT professional with experience consulting to large multinational corporations. His work developing automation strategy across industry has given him valuable insight into the deployment of these emerging technologies in large scale business. Thomas' can bridge the gap between technical and soft skills and has excellent reporting client services and communication skills.</p> <p>Contact: thomas_johnston@withyouwithme.com</p>
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<p>Joel Vanderzwan Course Manager</p> 	<p>Joel has completed an Advanced Diploma in Mechanical Engineering</p> <p>Minimum qualifications: Joel successfully completed the WYWM Blue Prism Robotics Process Automation Developer Course, UiPath Foundation Training, UiPath Business Analyst, RPA Awareness and RPA Implementation Methodology training. Joel's recent training across two leading Robotics Process Automation tools gives him the extensive knowledge to assist candidates in their pursuit of a career in the Robotics Process Automation sector. Joel has over five years' experience in the financial services sector, consulting on process change that meets the ASIC guidelines. Prior to working in the financial services sector Joel was a Marine Engineering sailor in the Royal Australian Navy, Where he maintained complex engineering systems, Joel has excellent management and communication skills.</p> <p>Contact: joel@withyouwithme.com</p>
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GENERAL ENQUIRIES

Pathfinder Team (during office hours 9 to 5, Mon to Fri)	contact@withyouwithme.com
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EXPECTATIONS OF STUDENTS IN THIS COURSE

Student attendance/participation

The online courses are designed to be highly interactive and collaborative, as authentic learning takes place within a social context refer to instructor outline for further guidance on interaction. To help ensure an effective learning experience, all students in online courses are expected to participate on a regular basis. Participation is defined as "submitting required work as assigned; being an active contributor and responder to fellow students and the instructor in a timely basis, as set forth by online discussion guidelines in each course." Failure to participate may be counted as an absence.

If technical circumstances prevent a student from entering the course site for a period, it is the student's responsibility to contact the instructor in a timely manner if the student wishes to receive credit for any missed online activities.

There is a student Administration file located in the course that will provide useful information such as student code of conduct, assessment requirements, and course outline.

Instructors participation

Staff and Affiliates of WYWM are expected to perform all work, duties and functions associated with their positions this includes and not limited to engagement process refer to instructor outline for further guidance on interaction.

CONTINUAL COURSE IMPROVEMENT

Periodically student responses are gathered, using online evaluation forms. Student responses are taken seriously, and continual improvements are made to the course based in part on such feedback. Significant changes to the course will be communicated to subsequent cohorts of students taking the course. It is important that students and teachings complete the surveys for this course. This is completely anonymous and provides important student observations and suggestions to ensure that the course is continually improved.

ASSESSMENT

The assessment shall be administered with a level of identity verification and security congruent with the certificate program's purpose, scope and intended learning outcomes. Academic Integrity Academic integrity is the ethical standards of the Academy. It ensures that students graduate because of proving they are competent in their discipline. Each industry has expectations and standards of the skills and knowledge within that discipline and these are reflected in assessment. Academic integrity means that you do not engage in any activity that is academic fraud; including plagiarism, collusion or outsourcing any part of any assessment item to any other person. You are expected to be honest and ethical by completing all work yourself and indicating in your work which ideas and information were developed by you and which were taken from others. You cannot provide your assessment work to others.

You are also expected to provide evidence of wide and critical reading, usually by using appropriate academic references. To minimise incidents of academic fraud, this course may require that some of its assessment tasks, when submitted to a software that will check for text comparison.

Late Submission Penalties

Late submission of assessment tasks will be penalised at the following maximum rate:

- Five percent (of the assessment task's identified value) per day for the first two days from the date identified as the due date for the assessment task
- 10 percent (of the assessment task's identified value) for the third day

- 20 percent (of the assessment task's identified value) for the fourth day and subsequent days up to and including seven days from the date identified as the due date for the assessment task
- A result of zero is awarded for an assessment task submitted seven days from the date identified as the due date for the assessment task.
- Weekdays and weekends are included in the calculation of days late.

Assessment marks

The assessment scoring is designed and conducted by qualified personnel following industry accepted practices, uses methods appropriate to purpose, scope and intended Learning Outcomes, and is based on a passing score established through a criterion-referenced method in advance of the assessment being administered. The results of the assessment are communicated to learners in a consistent, timely and appropriate manner and documented as part of the learner's record.

Assessment Task

As an WYWM Academy student, you can expect to undertake various types of assessment. These may be either formative or summative. Formative assessment help students identify weaknesses in their understanding and/or performance in this course. In this course a formative assessment is delivered by short answers and multiple-choice questions which is not graded to your overall pass mark for this course. However, a summative assessment passes judgement on the quality of a student's learning and in this course summative assessment is detailed below

Complaints Process

We have a separate complaints process that provides information and clear steps to assist you in lodging and appeal or making a complaint about the decision or determination made by a member of the Academy. Please notify WYWM at contact@withyouwithme.com.au, or 02 9157 3098 (during office hours 9 to 5, Mon to Fri). For further information See **Appendix A** of this document.

STUDENT CODE OF CONDUCT

The Student Code of Conduct (“the Code”) sets out WYWM’s expectations of students as members of the Academy community. All students at enrolment must accept their shared responsibility for maintaining a safe, harmonious and tolerant environment in which to study and work. The Code details the Academy’s responsibilities and what students can reasonably expect in terms of quality provision, a safe and fair learning environment and the Academy student experience.

Student Conduct

The Code provides a framework for the standard of conduct expected of students with respect to their academic integrity and behaviour. It outlines the primary obligations of students and directs staff and students to the code and related procedures. Where a student breaches the Code the Academy may take disciplinary action.

Student Complaints

The Code also provides a framework for the Student Complaint Procedure which outlines guiding principles and processes in student complaint resolution.

Scope

The Student Code of Conduct is the basis for the relationship between the Academy and our students. The Academy is committed to providing a fulfilling and rewarding learning and research experience that enables students to achieve their full academic potential. This commitment is underpinned by an expectation that all members of the Academy will conduct themselves in a manner consistent with the Academy’s values and guiding principles to maintain our strong tradition of excellence in learning, teaching and research, innovation and community engagement.

Academy Responsibilities

This Code is underpinned by two primary objectives:

1. To provide a learning, teaching and research environment that enables students to achieve their full potential
2. To provide an Academy experience for students consistent with the values and guiding principles.

Student’s expectations

Students are expected to:

- Participate in subjects in accordance with the requirements of students described in Subject Outlines and in this study guide.
- Read Subject Outlines and ensure that they are familiar with subject requirements.
- Participate fully in subjects and submit assignments by the due dates.
- Check Subject Outlines and other relevant sources to see whether their question has been answered, before contacting staff and asking individual questions.
- Use advertised consultation times to seek assistance from lecturers and tutors.
- Understand what plagiarism is, and how to avoid it.
- If any piece of work that is found to contain plagiarism the student may be ineligible for marking and may earn the student a grade of ZERO for the subject. Should plagiarism be suspected, the student will be informed of appropriate investigative and possible disciplinary action.

Students have a right to expect:

- That course content will be up to date and based on research, study and academic discussion in the field.
- Feedback on their work and their performance will be provided in a timely manner.
- To have access throughout the session to lecturers, coordinators and general staff including access to teaching staff outside class times in accordance with consultation and contact information provided for each subject.

Integrity in academy work

Students are expected to:

- That course content will be up to date and based on research, study and academic discussion in the field.
- Not engage in plagiarism or other academic misconduct
- Conduct themselves in a manner conducive to the pursuit of academic excellence
- Actively participate in the learning process
- Submit assessment tasks by required dates and times, unless unforeseen or exceptional circumstances arise
- Behave ethically, avoiding any action or behaviour that would unfairly advantage or disadvantage either themselves or another student
- Ensure their academic activities are conducted safely and do not place others at risk of harm, including abiding by all ethics requirements in relation to that academic activity
- Be familiar with the programs and resources made available or recommended by the Academy to assist them in conducting their studies and research appropriately, including resources to help students avoid plagiarism and to comply with the ethics requirements of research
- Not behave in any way which impairs the reasonable freedom of other persons to pursue their studies, work or research or to participate in the life of the University.

Equity, respect and safety

Students are expected to:

- Treat all staff, other students, and visitors online with courtesy, tolerance and respect.
- Respect the rights of others to be treated equitably, free from all forms of unlawful discrimination, harassment and bullying
- Respect the rights of others to express political and religious views in a lawful manner
- Not engage in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal safety or well-being
- Not engage in unlawful behaviour
- Not participate in any learning activity, such as, tutorials, laboratory class, under the influence of alcohol or a prohibited substance.

Appendix A - Complaints and Appeals

Policy

Policy

A review and appeals process are available to individuals seeking an amendment of a decision denying certificate from a WYWM Certificate Program. The Chief Operating Officer and WYWM Advisory Committee will conduct review and appeals processes. The decision of the Board is final.

Purpose

What is a Formal Complaint?

Formal Complaints consist of reliable and credible information that is set forth either by a faculty or staff member, a student or client, or any interested third party. Complaints should state how the institution, a staff member, or a student is not in compliance with one or more of the standards of WYWM Academy, as described in the policies and procedures, the privacy statement, and/or the terms of use. Formal Complaint definitions can also be taken into special consideration on a case-by-case basis.

Procedure

Submission Process

In order to file a formal complaint, parties must adhere to the following steps:

1. Review the Complaints Management Process Flow see below.
2. Enter brief description of complaint.
3. Email the brief description of complaint to academy@withyouwithme.com.au
4. If you do not receive your submission receipt within one business day, the individual will be required to contact us directly.

Types of Complaints

1. Internal complaints consist of issues regarding staff relations, unresolved work-related issues, or staff professionalism and performance. This can include, but is not limited to, issues regarding harassment, discrimination, or injuries sustained during documented work hours.
2. External Complaints include, but are not limited to, student or client dissatisfaction with provided services, discrepancies regarding accreditation or institutional alignments, unresolved previously submitted support requests, or allegations of harassment or discrimination within the institution.

Complaint Review

The review process for complaints begins when the claimant has received their Submission Receipt. All complaints should be resolved within 5 business days of submission.

Categorization

Once the complaint has been received and determined to adhere to the Formal Complaint definition, it will be filed into one of three possible categories that address the origination of the complaint:

1. Internal

2. External

3. Uncategorized are submitted complaints with unclear information as to the origination. These complaints will still be addressed within the review process and directed as deemed appropriate by management personnel.

Analysis

Once categorized, management will be able to successfully evaluate the complaints for content and genre. During this analysis, management looks for the nature of the complaint, which can include any of the following:

Technical Issues: These complaints include problems with the website, materials, or recurring issues that have not been addressed within the contact page.

Recommendations: These complaints can come in two forms:

- a. Direct constructive criticism including suggestions about the program or company.
- b. Criticism that indirectly implies the need for further assessment and possible recommendations. In these instances, the complaint will follow through the review process as usual. Although management personnel will thoroughly review all concerns raised, recurring complaints that follow trends of a similar nature will be considered of higher relevance.

Other Party Involvement: These complaints include allegations of harassment, discrimination, or strained relationships within the institution.

Notification of Involved Parties

Any specified parties included within the complaint will be notified. If no parties are specifically stated, the complaint will be directed towards appropriate management or department. Management personnel receiving and filing complaints holds the responsibility of maintaining the anonymity of the individual submitting the complaint. Any personal information provided during the submission process will not be disclosed to the involved parties notified during complaint review, unless deemed necessary to the resolution of the case.

Investigation

The investigation will take over a period of 5 business days, and the claimant may need to be contacted for additional information. During the notification process, any involved parties will be consulted in order to obtain their statement on the complaint submitted. These statements will then be considered and reviewed alongside the original complaint received.

Resolution

The management personnel at WYWM seek a just resolution in every case up for review. In addition, management strives towards favourable and unbiased outcomes for all parties. Once a resolution has been reached, a formal letter detailing the terms of said resolution will be emailed to the claimant and related persons. There may be circumstances that arise where complaint resolution may only be partially completed. In these cases, the claimant will still receive a formal letter about the terms of any resolution completed thus far and informed of the complaint status. This letter will also include details about possible further resolutions.

Complaint Timetable:

1. All submitted complaints must be filed within fifteen business days of the most recent incident.
2. All complaints will be reviewed and resolved within 5 business days.
3. If resolution hasn't happened in 5 business days, the claimant will be notified of either partial or unattainable resolution status.
4. If the claimant received no notification concerning resolution, the individual should contact management personnel immediately for further information.

Partial/Unattainable Resolution:

1. In instances where only partial resolution of the complaint is attainable, management will notify the claimant if there is an additional timetable for further resolution or if further resolution is unattainable.
2. In instances where resolution is considered unattainable, the claimant will be notified as to why management could not satisfy their request and if any future resolution is possible.

Misuse of Complaint Submission Process:

1. WYWM strives to satisfy every individual's complaints and requests. However, this system should not be misused or repeatedly exploited for personal prejudices.
2. Misuse includes non-adherence to the procedural system in place or by submitting complaints that do not align with the definition of formal complaints (See "What is a Formal Complaint?").

Confidentiality: WYWM recognizes the sensitive nature of filing complaints, and so the submission and review process is organized to ensure confidentiality, unless otherwise stated (See Privacy Policy on website).

Electronic Tracking of Submissions: WYWM will track these complaints as adherent to its privacy statement and terms of use (See Terms of Use and Privacy Policy on website).

What is an Appeal?

An appeal is the process in which cases are reviewed, where parties request a formal change to an official decision. Appeals function both as a process for error correction as well as a process of clarifying and interpreting rules and regulations. Appeals consist of reliable and credible information that is set forth either by a faculty or staff member, a student or client, or any interested third party. An appeal is made in cases where you feel the organisation has made a substantial mistake that seriously affected the outcome of your case.

Submission Process

In order to file a formal complaint, parties must adhere to the following steps:

1. Review the Complaint Complaints Management Process Flow
2. Enter brief description of complaint.
3. Email the brief description of complaint to academy@withyouwithme.com.au

Types of Appeals

1. Appeals related to (dis) enrollment that consist of issues regarding to student's enrollment in the curriculum.
2. Appeals related to certificates that consist of issues related to invalidated certificates due to not meeting continuing education requirements or the privacy statement, and/or the terms of use. Formal Complaint definitions can also be taken into special consideration on a case-by-case basis.

Appeal Review

The review process for appeals begins when the appellant has received their Submission Receipt. All appeals will be resolved within 5 business days of submission.

Categorization

Once the appeal has been received and determined to adhere to the appeal definition, it will be filed into one of two possible categories that address the origination of the appeal:

1. Enrolment related appeal
2. Certificate related appeal

Analysis

Once categorized, management will be able to successfully evaluate the appeals for content, nature and genre. During this analysis, management looks at all the evidence related to the incident associated with student's enrollment and/or certificate.

Notification of Involved Parties

Any specified parties included within the appeal will be notified. If no parties are specifically stated, the appeal will be directed towards appropriate management or department. Management personnel receiving and filing appeals holds the responsibility of maintaining the privacy of the individual submitting the appeal. Any personal information provided during the submission process will not be disclosed to the involved parties notified during appeal review, unless deemed necessary to the resolution of the case.

Investigation

The investigation will take place over a period of 5 business days, and the appellant may need to be contacted for additional information. During the notification process, any involved parties will be consulted in order to obtain their statement on the appeal submitted. These statements will then be considered and reviewed alongside the original appeal received.

Resolution

Resolution

The management personnel at WYWM seek a just resolution in every case up for review. In addition, management strives towards favourable and unbiased outcomes for all parties. Once a resolution has been reached, a formal letter detailing the terms of said resolution will be emailed to the appellant and related persons. If the appeal is found to be justified, the student will be reinstated or the certificate will be validated. If the appellant is found to be in violation of the policies, the initial decision will be confirmed and the penalties determined will remain.

There may be circumstances that arise where appeal resolution may only be partially completed within the 5 business days. In these cases, the appellant will still receive a formal letter about the terms of any resolution completed thus far and informed of the appeal's status. This letter will also include details about possible further resolutions.

Appeal Timetable:

1. All submitted appeals must be filed within fifteen business days of the most recent incident.
2. All appeals will be reviewed and resolved within 5 business days.
3. If resolution hasn't happened in 5 business days, the appellant will be notified of delayed resolution and the reasons for the delay.
4. If the appellant received no notification concerning resolution, the individual should contact management personnel immediately for further information.

Misuse of Appeal Submission Process:

1. WYWM strives to satisfy every individual's appeals and requests. However, this system should not be misused or repeatedly exploited for personal prejudices.
2. Misuse includes non-adherence to the procedural system in place or by submitting appeals that do not align with the definition of appeals (See "What is an Appeal?").

Confidentiality: WYWM recognizes the sensitive nature of filing appeals, and so the submission and review process is organized to ensure confidentiality.

Electronic Tracking of Submissions: WYWM will track these complaints as adherent to its privacy statement and terms of use.

Complaints Management Process Flow

