



RTO Provider #: 22274  
CRICOS Provider #: 04293E

*Security Training*

## STUDENT INFORMATION HANDBOOK (International Student)



### **Mission Statement**

Technical Advanced Training (TAT) mission is to meet community needs for a demanding job role with confidence, professionalism, motivation and meaningful to the workplace.

**Contents**

An important message from Technical Advanced Training's.....	3
Student Information Handbook .....	4
Scope of Registration .....	4
Code of Practice.....	4
Enrolment & Orientation.....	4
Student Support Services .....	5
Student Support Flow Chart.....	7
.....	7
Course Information .....	7
Course dates and duration.....	8
Course Aims and Objectives.....	8
Assessment Methods.....	9
Student Training Plan.....	9
Language, Literacy and Numeracy .....	9
Facilities & Equipment.....	10
Satisfaction Surveys .....	10
National Recognition .....	10
Australian Quality Framework.....	10
Recognition of Prior Learning.....	11
Costs for RPL Assessment.....	11
Recognition of Prior Learning Policy.....	12
Course Fees (Fee for Service Students).....	13
Schedule of Course Tuition Fees – 2025.....	15
Course and Refund Fee Policy .....	16
Student Payment Plan.....	17
Discipline Policy .....	17
Complaints and Appeals Process .....	18
Complaints Policy.....	19
Legislation Information for Trainers and Trainees .....	21
OH&S.....	21
Vocational Education and Training .....	21
Privacy .....	22
Privacy Notice Update - Mandatory (effective from 30 <sup>th</sup> June 2019).....	22
Access and Equity Policy.....	23
Student charter – Rights, Responsibilities and General obligations.....	25
General Obligations .....	26
Critical Incident & Emergency Accommodation .....	26

## An important message from Technical Advanced Training's

Director, Mr Aydin Tat

Firstly, I would like to thank you for selecting Technical Advanced Training (TAT) as your preferred industry training provider. Our team would like to welcome you to our training center where you will enjoy working in what we believe are the most exciting and rewarding industries in Australia.

Your attitude and behavior whilst training with TAT will be under constant observation from all staff, classmates, potential employers and Victoria Police. All reports will have a direct result on your final assessment.

Our goal is to prepare you for employment within the security industry. You will gain the underpinning knowledge and have a good understanding of both theory and practical requirements that are essential to work as a qualified security officer.

It is important that you treat your time at TAT as the same as being in the workplace. This will require you to be disciplined in the way you present yourself, your attitude to learning, and in the manner in which you relate to our staff.

We consider this to be so important that any breaches of behavior will not be tolerated; any incident involving the above will be fully investigated. A serious breach may lead to your dismissal from the course, notification to Home Affairs and a detailed report being forwarded directly to Victoria Police (Licensing and Regulation Division).

Once again, welcome to TAT. If we can be of any further assistance, please contact our training centre on (03) 9309 0059 or email to [info@advancetraining.com.au](mailto:info@advancetraining.com.au).

Kindest Regards



Aydin Tat  
Director  
Technical Advanced Training

Technical Advanced Training  
Suite 15, 11 – 17  
Pearcedale Parade  
BROADMEADOWS VIC 3047

TEL: (03) 9309 0059  
Fax: (03) 9309 7490

[www.advancetraining.com.au](http://www.advancetraining.com.au)  
[info@advancetraining.com.au](mailto:info@advancetraining.com.au)

## Student Information Handbook

This student information handbook contains general information regarding conditions of enrolment and rules. These are designed to ensure everyone on the course is given the best opportunity to achieve their success.

If there is anything in this handbook which you do not understand or wish to have clarified, please speak to any member of our friendly staff.



### Scope of Registration

Technical Advanced Training is a Nationally Registered Training Organisation with the following Scope of Registration for international students:

**National Provider Number: 22274**

#### **AQF Qualifications**

(Nationally Recognised Training)

-  CPP20218 Certificate II in Security Operations
-  CPP31318 Certificate III in Security Operations

### Code of Practice

Technical Advanced Training regulates its activity through a “Code of Practice”. This Code is available on display at reception or website for students to read if desired.

### Enrolment & Orientation

All relevant instructions will be available for students to read and refer to on enquiry:

1. To undertake an assessment of language, literacy and numeracy skills
2. To seek numeracy and literacy skills training (if required)

Enrolment consists of a Pre-Training Review form and a Student Enrolment Form being filled out, signed and returned to Technical Advanced Training along with the course payment. Enrolment is finalised upon receipt of payment to Technical Advanced Training.

## **Student Support Services**

We offer a range of student services to ensure your experience at Technical Advanced Training is both rewarding and successful, and we encourage you to benefit from such services if needed.

### Child Care

Technical Advanced Training's (TAT) training facilities are in several northern suburbs of Melbourne. Our training centres are located near childcare centres. You will need to make arrangements with the Childcare Centre closest and/or most convenient for you to drop-off and pick-up your children.

### Career Advice

Career Liaison officers at Technical Advanced Training will work with you and support you to secure an interview with an employer. You can make an appointment with our Career Liaison Officers when you have obtained your Security License. TAT is in a unique position of being aligned with several Australia-wide employers offering security services. You can also ask your trainer about your career. Just make an appointment with one of our friendly consultants.

### Financial assistance

Many students require budgeting support while studying. If you're having financial challenges, or just want to manage your money better, you can talk to a student administration officer and arrange for a payment plan over the duration of your course. They will guide you and provide you with advice, support and options.

### Health services

Medical clinics are located near our training facilities. These centres provide a wide range of health care including vaccinations, mental health, referrals, minor surgery, skin checks and pathology. Dental and counselling services are also available.

### Social Justice

Technical Advanced Training is committed to addressing fairness and social equity to improve the student's learning experience and fostering inclusivity.

Technical Advanced Training believes that all staff and clients have the right to study and work in a positive environment which values diversity and protects all members of the community from any form of discrimination or harassment.

All learners are enrolled in training programs consistent with the requirements of the training program guidelines and wherever possible, the principles of reasonable adjustment are implemented.

We provide support and resources for students with disability, different cultural backgrounds and offering a safe space for students and staff who identify as lesbian, gay, bisexual, transgender, intersex, queer (LGBTIQ).

### Spirituality

Technical Advanced Training encourages the spiritual care to all students and staff of all faiths or none. Our centre has a Prayer Room for students and staff. If you wish to speak to a staff member or practice your faith, please advise your trainer.

### Trainer Support

Trainers make themselves available to students before class, during breaks and after class to review learning material with students. Trainers also provide their mobile numbers for students to contact them for appointments and/or notify them of their absence.

### Study skills

All Technical Advanced Training students have access to online resources to assist students with research. Public libraries are located close to venues and are available to improve research and learning skills.

### Technology services

Technical Advanced Training website is an easy access website for information on training programs, services, policies and procedures. If you experience any trouble, contact our service desk for the first point of contact [info@advancetraining.com.au](mailto:info@advancetraining.com.au).

The centre has a computer lab for students doing their Certificate II, Certificate III and/or Certificate IV that requires them to conduct research for a project or make a presentation.

### Indigenous students

We support culturally sensitive assistance to Indigenous students and have aligned with employers to support them with their Indigenous employment strategy.

### Rural and regional students

We offer many services to assist students from a rural or regional background. These include list of nearby short-term accommodation, and student support.

### Students with a disability

Technical Advanced Training supports access and equity for students who have a disability, and/or ongoing medical or mental health conditions. Our training rooms all have disability access.

### Administration services

Technical Advanced Training provides help with all student forms, academic transcripts, student letters, complaints and training scheduling.

### Student Assessment Support

If the participant has commenced the program and either requests additional support or the requirement for additional support is identified by the trainer/assessor, support will be provided through direct access to trainers and managers/supervisors.

Strategies that may be used to support learners include:

- Reasonable adjustment techniques.
- Additional one-on-one tutorials (this will incur additional cost to the enrolment fee).
- Assigning a mentor, in which each case will be considered on an individual basis depending on the type of support required (this will incur additional cost to the enrolment fee).

The RTO will make every effort to ensure that the participants have every reasonable opportunity to complete the program through recording of attendance and following up with any participants that might have missed a session and offering, as far as is practicable, an opportunity to make up for any missed sessions.

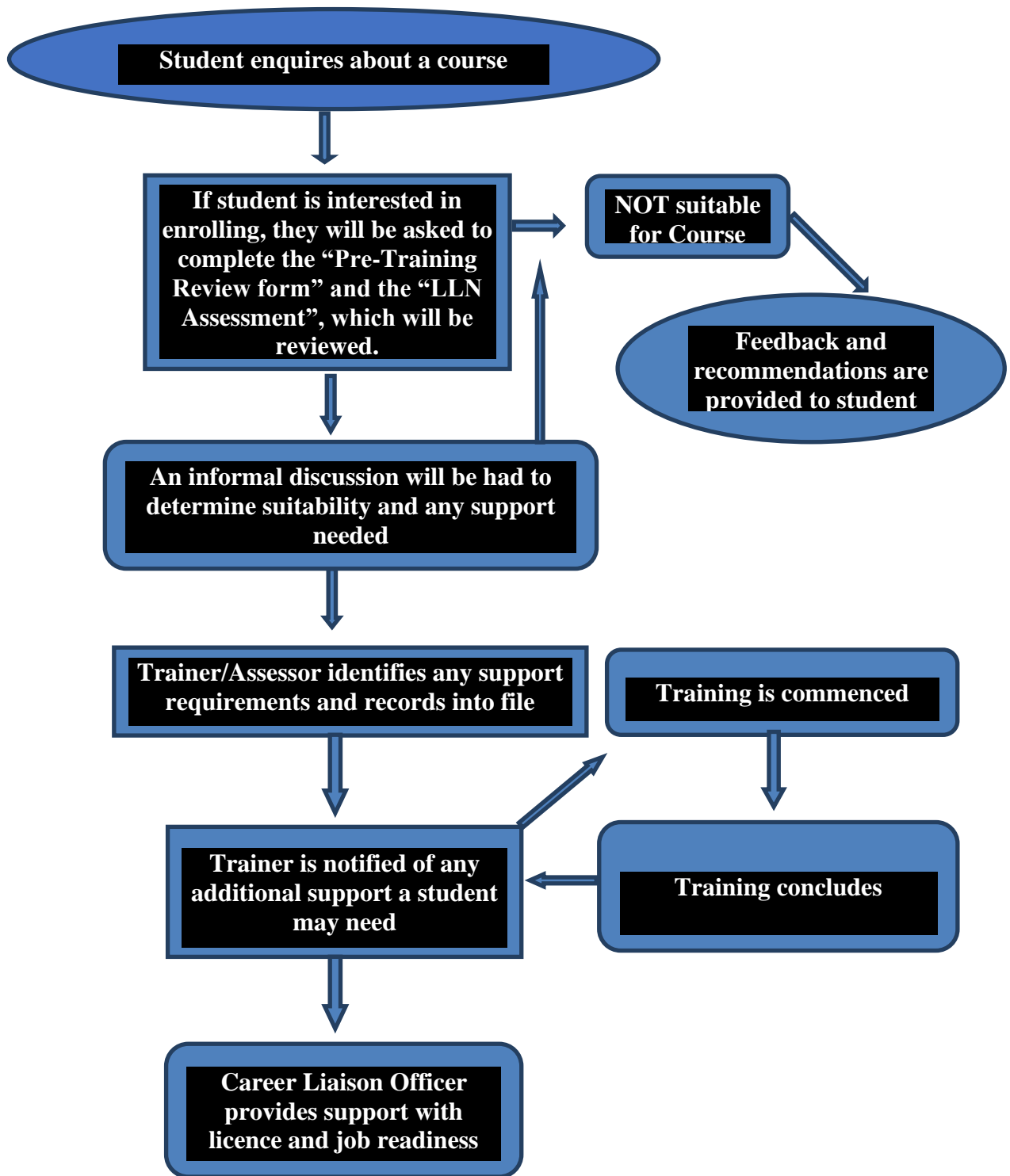
EXTERNAL SUPPORT Reading & Writing Hotline - 1300 655 506

### Learner Feedback

Technical Advanced Training values feedback from learners. A feedback form is provided during the course and learners are encouraged to provide feedback at any time.

At the end of your course, you will be asked to provide an evaluation of your training. Further to this evaluation, you may receive an invitation via email to complete a Quality Indicator Survey regarding your training with the organisation. Please take the time to complete feedback forms and surveys as this allows us to continually improve the product we deliver.

**Student Support Flow Chart**



## Course Information

As a registered training organization, TAT delivers the following nationally accredited courses to international students:

- CPP20218 Certificate II in Security Operations
- CPP31318 Certificate III in Security Operations

The above courses are delivered and assessed in line with the CPP Property Services Training Package.

## Course dates and duration

Refer to our website, [www.advancetraining.com.au](http://www.advancetraining.com.au) listing a full year of course dates and duration. However, all courses conducted throughout the year depend on the demand and availability of course instructors.

## Administration / Enrolments

## Location of Courses

Technical Advanced Training  
Suite 15, 11 – 17  
Pearcedale Parade

Technical Advanced Training  
Suites 12-15, 11 – 17  
Pearcedale Parade

Technical Advanced Training  
Ground Floor Shop 8, 11 -17  
Pearcedale Parade

BROADMEADOWS VIC 3047

BROADMEADOWS VIC 3047

BROADMEADOWS VIC 3047

TEL: (03) 9309 0059

Fax: (03) 9309 7490

[www.advancetraining.com.au](http://www.advancetraining.com.au)

[info@advancetraining.com.au](mailto:info@advancetraining.com.au)

## Course Aims and Objectives

The course will be designed to provide training for those wishing to gain employment in the security or public health and safety. It will assist students in undertaking routine duties and following established practices in the workplace in a professional and safe manner.

It will also develop skills in collecting, analysing and organising information, planning and organising activities and working with others.



## Assessment Methods

Technical Advanced Training conducts various methods in the assessment process to gather information to build the evidence pack for the student. This gives the best opportunity for the student to show their understanding of the training conducted. The methods are as follows:

**Multiple Choice:** A question or incomplete statement followed by several options from which the participant selects the best answer or answers.

**Written Short Answers:** A written response item consisting of questions with answers of a single word, a few words, a sentence or a paragraph that the participant must complete.

**Role Play:** Participants are presented with the opportunity to display behavioural and interpersonal skills in a simulated exercise in the classroom environment. The role-plays are open ended and are reviewed in a group debrief.

**Assignments:** An Assessment instrument that is based on a problem-solving exercise or mini project relating to the subjects covered in the classroom environment. The assignment has strict guidelines and a specific length. The assignment is reviewed by both the individual and as a group.

**Group Discussions:** Active participation in a group discussion regarding role specific topics is encouraged.

**Oral Questioning:** Responses are required for a number of oral questions presented in order for the participant to demonstrate understanding of the principles or explain reasoning behind the action taken.

**Practical Demonstration:** The completion of a specific task or procedure, performed under close supervision.

**Conditions of Assessment:** Assessments will take place without assistance and without access to the students' reference material. The assessment will take place in an environment that is either a real workplace or which simulates, where possible, a real workplace. Participants will be given appropriate documentation and access to required equipment and or materials.

## Student Training Plan

Student Training Plan is a document that is required to be explained to the student in relation to what training modules will be conducted and how the recording of start and finish dates, methods of training and assessment will be implemented for each unit of competency. The student and trainer will be required to fill out their relevant information and sign the form on the day of enrolment or on the first day of course induction.

If you require a copy of your training plan please advise front reception for a copy.

## Language, Literacy and Numeracy

All students enrolling into a nationally accredited course must sit for a language, literacy and numeracy assessment. If a student does not meet the desired level of language, literacy and numeracy, then the trainer will work with the student trying to achieve the level required. If the level required is not met, the student will be referred to an institution that deals with LLN training.

Students who have not enrolled into a course will have their Applications and Pre-Training review documents disposed in line with TAT's privacy policy.

Students returning from LLN training will need to sit the Pre-Training Review again.

## **Facilities & Equipment**

The training facilities at Technical Advanced Training include Digital LCD projectors/Large Viewing Screens/Surround Sound. The training room has a large assortment of alarm/CCTV systems/variety of Security training aids/two-way radios and vests for all students to use and interact with. The facilities have disabled access and plenty of room for disabled students.

Before any training course gets underway, an Induction Program is conducted that covers course requirements, assessment methods and available learning resources.

## **Satisfaction Surveys**

Surveys will be administered towards the end of a training period. The survey will take approximately 15 minutes to complete. The survey focus is on the facilities, learning resources, assessments, practical activities that promote high quality skill outcomes and trainer/assessor engagement and delivery. From this we can identify your perception of the services, your competency development and the support you received from our organisation.

## **National Recognition**

National Recognition is the recognition and acceptance by a Registered Training Organisations of the Australian Qualifications Framework qualifications and statements of attainment issued by other Registered Training Organisations. Enabling individuals to receive national recognition of their achievements. Technical Advanced Training will recognise a trainee's existing competence against the competencies listed in an endorsed qualification or accredited course and issue AQF Qualifications and Statements of Attainment.

## **Australian Quality Framework**

Courses conducted by TAT which comply with the Australian Quality Framework standard, will show a course identifying prefix on all literature for example, CPP20218 Certificate II in Security Operations.

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the acknowledgement of skills and knowledge previously attained through formal training, work experience and/or life experience. Students may be eligible for credit based on relevant prior learning and/or experience. Recognition of Prior Learning is available on application in programs offered by Technical Advanced Training.

### **There are two categories of Recognising prior knowledge**

#### **1. Credit Transfer**

Recognition of learning outcomes or competencies where the student has successfully completed exactly the same module or unit of competency in another approved educational institution or workplace.

#### **2. Exemption**

Recognition of skills and knowledge involved in a module or unit of competency attained through relevant work and/or life experiences. Such exemptions, partial or full, may be granted where appropriate and sufficient evidence is provided to demonstrate that learning outcomes or competencies have been previously attained, and have been retained, by the student.

### **How to apply for RPL**

- Step 1 Obtain an *RPL Application Form*
- Step 2 Discuss your *RPL Application* with a Qualified Assessor or Training Manager
- Step 3 Submit your completed *RPL Application*
- Step 4 Ready to be interviewed and assessed in relation to the units or course covered

### **What are the possible outcomes of an RPL Application**

- Application successful and credits/exemptions granted
- Application suspended pending student providing further information/evidence
- Application suspended pending student undertaking formal assessment for credits, exemptions applied
- Application rejected. The student may appeal and the application may be re-assessed. If required, a final decision will be made by the Qualified Assessor or Training Manager.

### **Costs for RPL Assessment**

**Recognition of Prior Learning Fees** – Students that are interested in undertaking an RPL will be required to pay RPL assessment fees at the time of making an application to upgrade their training to the current qualifications listed on TAT's scope. Once payment has been received, applicants will be interviewed and/or sit for an individual assessment. Fees are only refundable prior to RPL assessment being commenced. This does not include application fee. Please refer to our schedule of RPL assessment fees in the Student Enrolment Form or Course brochures located on our website, [www.advancetraining.com.au](http://www.advancetraining.com.au).

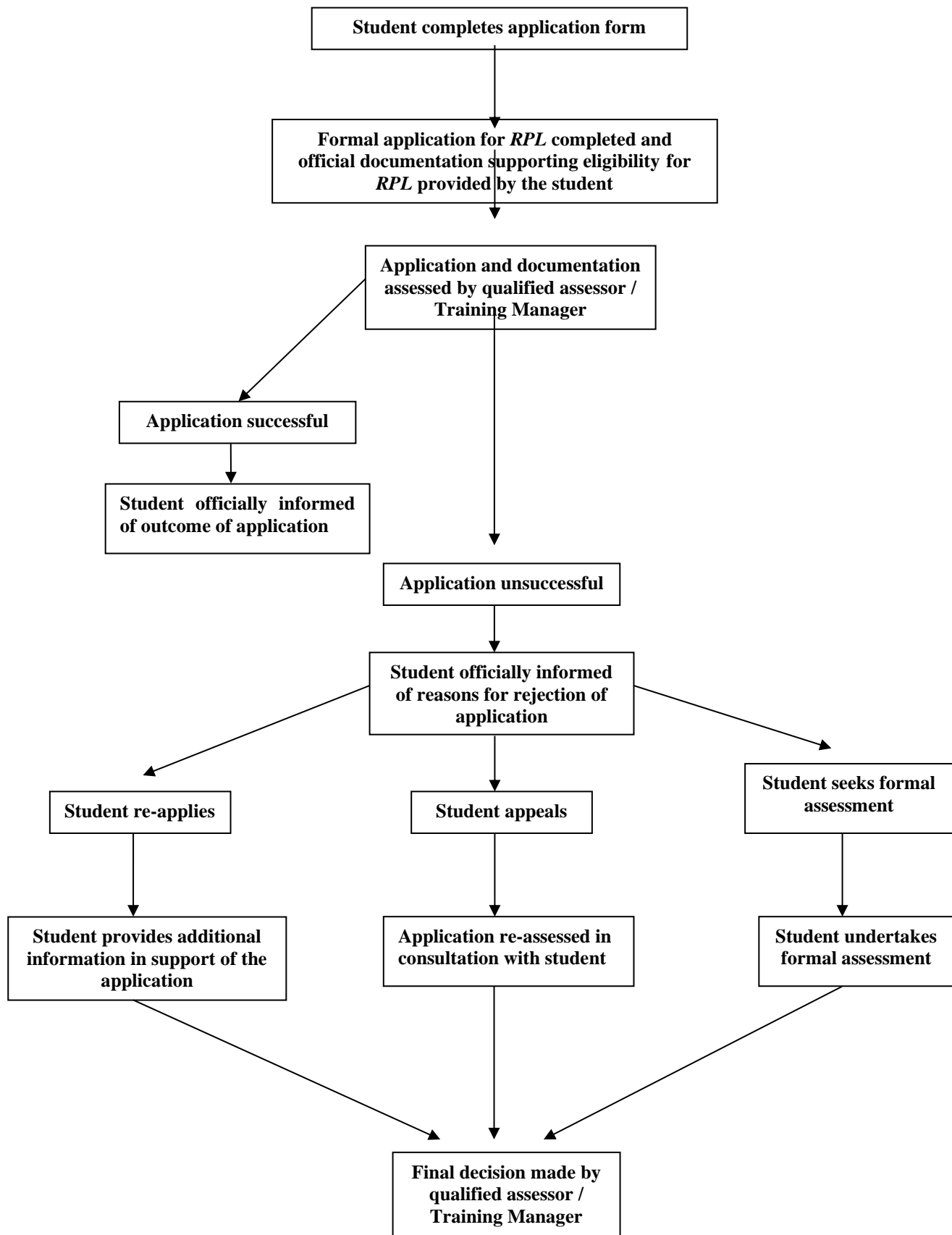
RPL Fees are also available in section "Course Fees (Fee for Service Students Only)".

For CPP20218 the RPL Application Fee is \$250. Total cost of RPL including application fee is \$1000.

For CPP31318 (CIT&AG) the RPL Application Fee is \$250. Total cost of RPL including application fee is \$2100.

For CPP31318 (B&H, Scr) the RPL Application Fee is \$250. Total cost of RPL including application fee is \$2200.

## Recognition of Prior Learning Policy



## Course Fees (Fee for Service Students)

International students and full fee paying students will be required to pay course fees in part payments throughout the course duration. The course fees are stated below and also found in our student enrolment form:

**Administrative Fees** - Students will be required to pay an enrolment or application fee depending on the services they wish to access.

**Administration Fees are non-refundable.**

**Course Fee for CPP20218 Certificate II in Security Operations** – The course fee will cost \$1200 including all workbooks and the administration fee for the day class and \$1500 for the evening class. A minimum payment of \$250 is required prior to course commencement for administration and enrolment fee.

All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150 non-refundable admin/cancellation fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon the start date of course, at which stage fees become non-refundable.

For CPP20218 the RPL Application Fee is \$250. Total cost of RPL including application fee is \$1000.

For students wanting to do the Check Point Screening skill set, this is an additional 4 days of study and a fee of \$700.

**Course Fee for CPP31318 Certificate III in Security Operations (AG / CIT)** – For Full Fee paying students, the course will cost \$2250 including all workbooks. A minimum payment of \$250 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150 non-refundable admin/cancellation fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon the start date of the course, at which stage fees become non-refundable.

RPL Application Fee is \$250. Total cost of RPL including application fee is \$2100.

**Course Fee for CPP31318 Certificate III in Security Operations (Screening / Baton & Hanscuffs)** – For Full Fee paying students, the course will cost \$2200 including all workbooks. A minimum payment of \$250 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150 non-refundable admin/cancellation fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon the start date of the course, at which stage fees become non-refundable.

RPL Application Fee is \$250. Total cost of RPL including application fee is \$2200.

**Recognition of Prior Learning Fees** – Students that are interested in undertaking an RPL will be required to pay RPL assessment fees at the time of making an application to upgrade their training to the current qualifications listed on TAT's scope. Once payment has been received, applicants will be interviewed and/or sit for an individual assessment. Fees are only refundable prior to RPL assessment being commenced. This does not include application fee. Please refer to our schedule of RPL assessment fees in the Student Enrolment Form or Course brochures located on our website, [www.advancetraining.com.au](http://www.advancetraining.com.au).

Applicants for RPL assessment who are unsuccessful will have RPL fees (excluding RPL application fee) deducted from corresponding course fees if they wish to enroll, or else no fees will be refunded.

## **FEES & CHARGES FOR ADDITIONAL SERVICES**

Students found to be NOT YET COMPETENT in the CPP31318 Certificate III in Security Operations (Armed Guard) course may return for a re-shoot after a minimum of 5 working days and depending on range vacancy. This will incur an extra cost of \$600 (including ammunition and range hire).

### **Procedure:**

1. In meeting all ethical marketing requirements under the AQTF Essential Standards for Registered Training Organisations, Technical Advanced Training will ensure all advertising brochures will clearly state the above listed refund policy.
3. In all induction information for students, the above policy will be clearly stated.
4. Disputes relating to refunds will be determined under policies covered in the Complaints and Appeals Policy.

### **What to bring to Enrolment**

When attending for enrolment, please bring with you the following primary identifications:

- Evidence of your residency status
  - Passport
  - Copy of your VISA
- And further bring with you at least one of the following secondary identifications:
  - Current Drivers Licence
  - Current Learners Permit
  - Proof of Age Card or Keypass Card

**Schedule of Course Tuition Fees – 2025**

<b>COURSE</b>	<b>Indicative Scheduled Hours</b>	<b>FULL FEE</b>	<b>Indicative Full Fee per Scheduled Hour</b>
<b>CPP20218 Certificate II in Security Operations (Unarmed Guard/Crowd Control/Control Room)</b> Currency = Current	<b>96</b>	<b>\$ 1200</b>	<b>\$12.50</b>
<b>CPP31318 Certificate III in Security Operations (Baton &amp; Handcuffs, Armed, Cash in Transit)</b> Currency = Current	<b>152</b>	<b>\$2250</b>	<b>\$14.80</b>

<b>ADDITIONAL FEES</b>	
Administration Fee	Refer to your selected Course and Refund Fee in your Student Information Handbook
Admin/Cancellation Fee	Refer to your selected Course and Refund Fee in your Student Information Handbook
Certificate Issue following Credit Transfers – Administration Fee	\$450
Certificate Reprinting	\$30 per sheet

The above qualifications are delivered face to face at Suite 15, 11 – 17 Pearcedale Parade BROADMEADOWS VIC 3047

AND / OR specify location .....

## **Course and Refund Fee Policy**

### **Purpose:**

This policy is to be used by Technical Advanced Training for mutual protection of monies and the stipulations set out for the policy's application and the clear understanding of potential students and Technical Advanced Training management in regard to refunds in compliance with AQTF Essential Standards for Registered Training Organisations.

### **Scope:**

This policy covers all courses offered by Technical Advanced Training where payment is made in advance and associated with the AQTF Essential Standards for Registered Training Organisations.

### **Policy:**

In the event of the course being cancelled or postponed by more than 4 weeks, all fees will be refunded. If you withdraw from a course prior to commencement and obtain a full refund, all applications for refunds must be made in writing to Student Administration at least three (3) working days prior to the start of the course.

## **STUDENT WITHDRAWAL AND CANCELLATION FEE**

For **full fee-paying student** all refunds will incur a cancellation/ administration fee.

Refer to your selected Course and Refund Fee over the next page.

Our Refunds policy is subject to the following conditions below:

- If you advise T.A.T in writing **no less than 3 working days prior to the commencement of your course** we will provide a full refund, minus the afore mentioned administration fee.
- The course shall be deemed to have commenced upon first day of training, at which stage fees become non-refundable.
- If you have enrolled and paid any course fee via our online service, the above points will apply to any refund request. You will need to apply for a refund in writing and the refund will be sent in the form of a Company cheque or money transfer to your account. This cheque will be addressed to the name and address listed on the enrolment form.
- Where students have been asked to leave the classroom and not re-join for behavioural reasons the above refund policy will also apply.
- All units completed and paid for at the time of withdrawal will be recognised via a statement of attainment

## **CANCELLATION AND REFUND POLICY**

Please refer to the "Course Refund" policy located on our website, [www.advancetraining.com.au](http://www.advancetraining.com.au) for a full explanation of our Refunds policy.

## **CLAIMING A REFUND**

The student must provide their notice of withdrawal or cancellation in a signed and dated written letter. The claim for a refund must include a reason and must include supporting official documentation of the student's circumstances for withdrawal/cancellation plus a contact name and telephone number to enable TECHNICAL ADVANCED TRAINING to validate this claim. Date of Cancellation / Withdrawal is the date the written request is received by TECHNICAL ADVANCED TRAINING's Administration staff. A student should apply for a refund as soon as possible after notice of cancellation / withdrawal is submitted. All refunds will be paid as soon as possible and no later than 5 working days from the approved cancellation / withdrawal notification only if the supporting documentation has been validated during this timeframe.

**Course and Refund Fee for CPP20218 Certificate II in Security Operations** – For Full fee paying students, all cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150.00 non-refundable admin/ cancellation fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon the start date of course, at which stage fees become non-refundable.

**Course and Refund Fee for CPP31318 Certificate III in Security Operations** – For Full Fee paying students, all cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150.00 non-refundable admin/ cancellation fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon the start date of course, at which stage fees become non-refundable.



**Recognition of Prior Learning Fees** – Students that are interested in undertaking an RPL will be required to pay RPL assessment fees at the time of making an application to upgrade their training to the current qualifications listed on TAT's scope. Once payment has been received, applicants will be interviewed and/or sit for an individual assessment. Fees are only refundable prior to RPL assessment being commenced. This does not include application fee. Please refer to our schedule of RPL assessment fees in the Student Enrolment Form or Course brochures located on our website, [www.advancetraining.com.au](http://www.advancetraining.com.au)

Applicants for RPL assessment who are unsuccessful will have RPL fees (excluding RPL application fee) deducted from corresponding course fees if they wish to enroll, or else no fees will be refunded.

### **Student Payment Plan**

Technical Advanced Training offers a student payment plan, as per the AQTF Providers Fee protection. Technical Advanced Training agrees to limit prepaid fees received:

- Prior to commencement to <\$1000.00
- Ongoing Students to < \$1500.00

(Note: student exposure should not exceed \$1500.00 at any point)

### **Discipline Policy**

**Breach of discipline** means any conduct that impairs the reasonable freedom of other persons to pursue their learning or work at Technical Advanced Training or is in breach of Technical Advanced Training' rules / code of conduct.

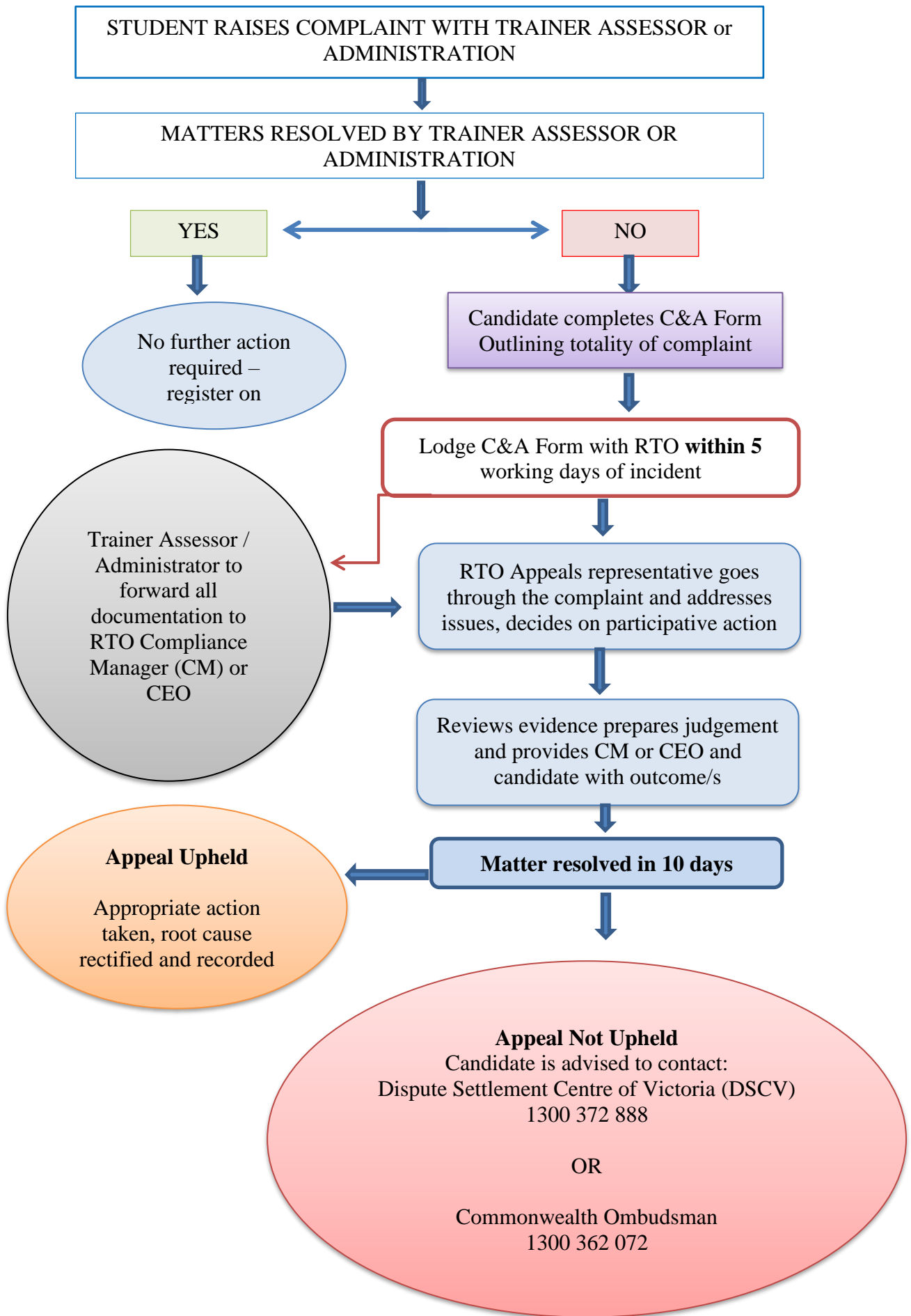
#### **A student / trainee will commit a breach of discipline if he/she:**

- ✚ Assaults a person on the premises of Technical Advanced Training
- ✚ Unlawfully removes, damages or uses any property of another person or Technical Advanced Training
- ✚ Obstructs staff of Technical Advanced Training in the performance of their duties
- ✚ Obstructs the teaching / training of a group or an assessment activity
- ✚ Commits or engages in any dishonest or unfair act in relation to an assessment activity
- ✚ Wilfully disobeys or disregards any lawful order or direction given by a Technical Advanced Training member of staff
- ✚ Enters part of a Technical Advanced Training' premises when directed not to do so by a Technical Advanced Training member of staff
- ✚ Fails to leave part of a Technical Advanced Training' premises when directed to do so by a Technical Advanced Training member of staff
- ✚ Fails to return Technical Advanced Training property or pay replacement costs when instructed to do so
- ✚ Fails to pay financial commitments to Technical Advanced Training
- ✚ Enters part of a Technical Advanced Training' premises whilst under the influence of alcohol or a drug
- ✚ Engages in any unlawful activity on the Technical Advanced Training' premises such as using, possessing or supplying any prohibited drug, substance or weapon
- ✚ Discriminates against a person on the grounds of the person's age, race, sex, homosexuality, transgender, marital status, physical or intellectual disability or religion
- ✚ Incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of the person's age, race, sex, homosexuality, transgender, marital status, physical or intellectual disability or religion of the person or members of the group

#### **Policy:**

1. Technical Advanced Training is committed to the principle of ensuring that every student / trainee has the right to participate in training programs, free of inappropriate behaviour that may impair the learning processes, or the wellbeing of individuals.
2. Both staff and students have an interest and a responsibility to prevent minor behavioural problems from becoming larger ones.
3. Attempts are to be made to solve behavioural problems of students through discussion and mediation before the provision of more formal procedure is invoked.
4. Technical Advanced Training' Training Manager may apply any of the following penalties where he/she is satisfied a breach of discipline has been committed and the penalty matches the seriousness of the breach:
  - ✚ A verbal or written reprimand
  - ✚ A requirement to attend counselling at a specified time and place
  - ✚ A financial penalty (not exceeding \$200) by not refunding fees
  - ✚ Payment of compensation by student for damages or loss of resources
  - ✚ Restitution of property removed or damaged
  - ✚ Use of specified equipment only in accordance with certain conditions (for a set period)
  - ✚ Issue of testamur delayed until student has complied with the order.
  - ✚ Cancel a student's enrolment.
  - ✚ Re-do an assessment.
5. The student may appeal the penalty under Technical Advanced Training' Complaint Policy.

## Complaints and Appeals Process



Technical Advanced Training will manage all complaints and appeals as fairly, equitably and efficiently as possible. It will encourage the parties to approach the complaint with an open mind and resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, Technical Advanced Training acknowledges the need for an appropriate external and independent person to mediate between the parties

### **Complaints Policy**

**Purpose:** This policy and procedure is to provide clear and practical guidelines to ensure that complaints of students can be resolved in accordance with the principles of natural justice, equitably and efficiently.

**Scope:** This complaints policy applies to all students enrolled with Technical Advanced Training.

### **Definitions:**

**Complaints and Appeals** include but are not restricted to matters of concern to a student relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; and sexual harassment.

**Natural Justice** is concerned with ensuring procedural fairness:

- ✚ Decisions and processes should be free from bias.
- ✚ All parties have the right to be heard.
- ✚ The respondent has a right to know of what he/she is accused
- ✚ All parties are told the decision and the reasons for the decision.

### **Policy:**

Technical Advanced Training believes that a student who has a complaint has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint / appeal formally in writing.

Technical Advanced Training will manage all complaints fairly, equitably and efficiently as possible. It will encourage the parties to approach the complaint with an open mind and to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, Technical Advanced Training acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality should be maintained throughout the process of making and resolving complaints. Technical Advanced Training seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive work environment.

All students and trainers can access a copy of the Complaints Policy and Procedure from TAT's website. The information will also contain details of external authorities that they may approach.

Dispute Settlement Centre of Victoria (DSCV), Ph: 1300 372 888	Commonwealth Ombudsman Ph: 1300 362 072
---	--

**Procedure:**

Should a student have a complaint, the following steps are to be followed:

1. Student/Staff raises complaint with Trainer/Assessor or Administration
2. Matter resolved by Trainer/Assessor or Administration.
3. If resolved, no further action required.
4. If the student or staff wishes to raise a formal complaint, the student or staff should put the following information relating to the complaint in writing:
  - ✚ Description of the complaint / appeal,
  - ✚ State whether you wish to formally present your case,
  - ✚ Steps you have taken to deal with it,
  - ✚ What you would like to happen to fix the problem and prevent it from happening again.
5. If the complaint is not dealt with to the student's satisfaction, Trainer Assessor / Administrator brings it to the attention of the Compliance Manager. The Compliance Manager will either deal with the issue personally or arrange for it to be dealt with by a management representative. The first two steps should be completed within a timeframe of 10 days.
6. Should the issue still not be resolved to the student's satisfaction, Candidate is advised to contact
  - Dispute Settlement Centre of Victoria (DSCV) on 1300 372 888
  - OR
  - Commonwealth Ombudsman on 1300 362 072

The student will be given the opportunity to formally present his or her case.

7. All parties involved will receive a written statement of the outcomes, including reasons for the decision.
8. All documentation relating to complaints / appeals should be archived for audit purposes.
9. Technical Advanced Training' Compliance Manager or CEO will be the person responsible for the implementation and maintenance of the policy.

## Legislation Information for Trainers and Trainees

The AQTF standards require the Technical Advanced Training to provide information to staff and clients about legislation that affects their activities and participation.

## Workplace Harassment, Victimisation and Equal Employment Opportunity

- ✚ Commonwealth Racial Discrimination Act 1975
- ✚ Commonwealth Sex Discrimination Act 1984
- ✚ Commonwealth Disability Discrimination Act 1992
- ✚ Commonwealth Racial Hatred Act 1995
- ✚ Victorian Equal Opportunity Act 1995

Technical Advanced Training aim to remove barriers and to open developmental opportunities for all students by creating a workplace and training environment that are free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.

All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.

## OH&S

All employees have the responsibility to:

- ✚ Adhere to safe work practices, instructions and rules
- ✚ Immediately report any unsafe work condition or equipment to management
- ✚ Not misuse, damage, refuse to use, or interfere with anything provided in the interest of occupational health and safety
- ✚ Perform all work duties in a manner which ensures individual health and safety and that of all other employees
- ✚ Encourage fellow employees to create and maintain a safe and healthy work environment
- ✚ Co-operate with all other employees to enable the health and safety responsibilities of all employees be achieved

Technical Advanced Training are committed to providing a safe and healthy work environment for all students / trainees. Its policy is to make every reasonable effort to prevent accidents, protect trainees from injury and promote the health, safety and welfare of all trainees.

## Vocational Education and Training

Technical Advanced Training as a Registered Training Organisation will comply with the following:

- ✚ The AQTF Standards for Registered Training Organisations
- ✚ ASQA Standards
- ✚ CRICOS NCP 2018 Standards
- ✚ Privacy of trainee information
- ✚ Comply with all requirements of any Performance Agreements it has with Government Departments or bodies
- ✚ Only issue Certificates and Statements of Attainment for qualifications listed on its Scope of Registration
- ✚ Maintain a student management recording and reporting system
- ✚ Maintain its registration
- ✚ Marketing and advertising material is accurate and ethical

## Privacy

Technical Advanced Training will follow the ten national privacy principles in the handling of personal information of trainees / employees.

- + Collection – The organisation will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected.
- + Use and disclosure – Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
- + Data quality – The organisation will take all reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up to date.
- + Data Security – The organisation will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.
- + Openness – The organisation will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information.
- + Access and correction – The individual will be given access to the information held except to the extent that prescribed exceptions apply. The organisation will correct and up date information errors described by the individual.
- + Unique Identifiers – Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. The organisation will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
- + Anonymity – Wherever possible, the organisations will provide the opportunity for the individual to interact with them without identifying themselves.
- + Transborder Data Flows – The individual's privacy protections apply to the transfer of personal information out of Australia.
- + Sensitive Information – The organisation will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

### Privacy Notice Update - Mandatory (effective from 30<sup>th</sup> June 2019)

Under the Data Provision Requirements 2012, Technical Advanced Training, TAT, is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by TAT for statistical, administrative, regulatory and research purposes. TAT may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populate authenticated VET transcripts;
- Facilitate statistics and research relating to education, including surveys and data linkage;
- Pre-populate RTO student enrolment forms;
- Understand how the VET market operates, for policy, workforce planning and consumer information; and
- Administer VET, including program administration, regulation, monitoring and evaluation.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

## Access and Equity Policy

### Purpose:

Technical Advanced Training is committed to providing all students with equal opportunity to pursue their training and development. This policy and procedure is to be used by Technical Advanced Training to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

Technical Advanced Training provides an opportunity for any person regardless of race, gender, or cultural background to attend and undertake the training courses. Persons with disabilities are also encouraged to attend and undertake the training as long as it does not place the student at risk of injury and the student believes they have the ability to obtain the skills required.

### Scope:

This policy covers all Technical Advanced Training' policies and procedures and all training function activities.

### Definitions:

**Access and Equity principles** include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of opportunity for all people without discrimination
- Access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training

**Disadvantaged groups** include the following groups who traditionally have been under-represented in Vocational Education and Training (VET):

- People with a disability
- Aboriginals and Torres Strait Islanders
- Women
- People from non-English speaking backgrounds
- People in rural and remote areas
- Long term unemployed

**Discrimination** can be direct, indirect or systemic.

- **Direct discrimination:** Direct discrimination is any action which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (eg, sex, ethnic origin) are applied as a barrier. Direct discrimination has as a focus assumed differences between people.
- **Indirect discrimination:** Indirect discrimination is the outcome of rules, practices and decisions which treat people equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike, but it is the very assumption of a likeness that constitutes the discrimination.
- **Systemic discrimination:** A system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of people because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination.

**Equity** focuses on outcomes. Equity is not concerned with treating people in the same way, it is concerned with ensuring that all groups of people participate and benefit to the same level.

Legislation includes

- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Racial Hatred Act 1995
- Victorian Equal Opportunity Act 1995

**Sexual harassment** is defined by the Victorian Equal Opportunity Act 1995 and the Commonwealth Sexual Discrimination Act 1984 as when a person:

- + Makes an unwelcome sexual advance or an unwelcome request for sexual favours;
- + Engages in unwelcome conduct of a sexual nature, and a reasonable person would have anticipated that the person harassed would be offended, humiliated or intimidated.

**Policy:**

1. The aim of the policy is to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.
2. All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.
3. A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and/or other students.
4. All trainers / assessors are responsible to observe and be advocates for the policy.
5. This policy will be widely disseminated in the Provision of First Aid Services and training and the Security Training Industry.
6. Technical Advanced Training' policies and procedures will be monitored and reviewed to ensure that they recognise and incorporate the rights of individuals.

**Procedure:**

1. The policy will be included in information provided to employers, trainers/assessors and students.
2. Technical Advanced Training's procedures relating to training and assessment activities will focus on objective criteria based on merit.
3. Any person with a complaint will be directed to use Technical Advanced Trainings' Complaints/Complaint Policy and Procedures.
4. Technical Advanced Training's Training Manager will be person responsible for the implementation and maintenance of the policy.

**Accessing Records**

1. Personal information should be accessed and used only for Technical Advanced Training purposes. It is inappropriate for an address or home telephone number or other information to be accessed and used by a staff member for private reasons. This is so even if the person to whom the information relates gives permission.
2. Personal information should be secured. Records containing personal information should be filed securely.
3. Appropriate arrangements are in place to ensure that access to computerized records is granted only to staff requiring such access in the course of their duties.
4. Students wanting to access their records, Technical Advanced Training will provide student to complete an authorization form to access of confidential student records with a proof of ID.



## **Student charter – Rights, Responsibilities and General obligations**

The Student Charter sets out the rights and responsibilities of participants in relation to training with Technical Advanced Training (TAT).

TAT plays an important role in the security industry and is committed to the creation, transmission, preservation and application of knowledge and skills. TAT has a particular interest in fostering lifelong learning for the professional workforce in Australia and overseas. It places high value on the quality of teaching and learning, research and on personal and institutional integrity.

### **Your Rights**

In pursuing its mission, TAT recognises the rights of its students:

- To experience high quality teaching
- To expect that course content will be up to date
- To be treated with respect and courtesy by staff and fellow students, in an environment free from harassment
- To know when and how their work will be assessed
- To receive fair, timely and useful feedback on their performance and progress
- To have a say about the value, relevance and effectiveness of their academic programs and the teaching they experience
- To be informed about how their views are taken into consideration on enhancing the teaching and content of programs
- To have predictable and reasonable access to staff
- To learn in an environment free from prejudice, discrimination and harassment
- To have access to adequate procedures for dealing with complaints

And:

- To have access to quality facilities and resources necessary for achievement of their training goals
- To have access to records and outcome of assessments: outcome of assessments is recorded on your Assessment Summary Sheet, which is in your student file. This is available to you on request at anytime to find out your performance for each unit of competency.

### **Your Responsibilities**

In exercising their rights, TAT students are expected to accept the following responsibilities:

- To arrive 15 minutes early (8:15am) and be prepared with necessary materials for 8:30am start
- To switch off mobile phone or put it on silent and leave it in your bag, not on your table
- To become self-motivated and self-directed learners
- To prepare for class and be on time
- To be professional, punctual, honest and carry out their duties fairly and efficiently
- To submit work which is their own
- To provide to the instructing staff, feedback which is honest and fair
- To treat fellow students and staff with openness, honesty and courtesy
- To respect the property of other students and TAT
- To behave at all times in such a way that does not bring TAT into disrepute
- To abide to all lawful instructions given by staff
- To notify staff immediately of any medical or health condition

And:

- To advise the instructors prior to participating in activities of injuries a student has had in the past or has sustained, so that an informed decision can be made by both parties on whether their participation will be allowed

## General Obligations

- To accept and be bound by the above Student Charter and fulfil the responsibilities outlined.
- To accept and be bound by any credit or payment arrangement that has been entered into by TAT and that particular student, and that they take full responsibility for any debt.
- To understand that they will not receive any certificate or attainment until all outstanding monies are paid in full and all assigned assessment is completed.
- To understand that if paying a final payment via cheque TAT has the right to hold onto any certificate until a financial institution has cleared payment.
- To authorise and consent to the video surveillance of students during the course being undertaken and that if required the information gathered may be used by an authorized agent.
- To accept and understand that if a student is caught cheating or not have suitable character that a report will be submitted to the Licensing and Regulation Division of Victoria Police.
- To submit to the complaint policy in place at TAT. This would be overseen by the director and shareholders of TAT (Security/Taxi Training) Pty Ltd trading as Technical Advanced Training.

## Critical Incident & Emergency Accommodation

Below is a list of contact details for students experiencing Critical Incidents and or Emergency Accommodation:

### Critical Incident

Attention: Office Manager

Address: Technical Advanced Training Suite 15, 11-17 Pearcedale Pde BROADMEADOWS VIC 3047

Office Phone: +61 3 9309 0059

Email: [info@advancetraining.com.au](mailto:info@advancetraining.com.au)

After Hours: +61 412 048 385

TAT's Security Operations Classes are designed for students already in Australia on a Student Visa. Their accommodation would have been sorted out for their VISA for their primary course of study. In the event students requires emergency accommodation, they should contact:

### [Emergency Accommodation Housing](#)

<https://www.housing.vic.gov.au/crisis-emergency-acc...>

Phone: 1800 825 955 (free call) or (03) 9536 7777 ·

Hours: 5 pm to 9 am, Monday to Friday and 24 hours on weekends and public holidays.

### **Jacana Family Housing**

Homeless shelter

Phone: (03) 9309 6289

23 Sunset Blvd, Jacana VIC 3047

Hours: Open · 9AM-5PM

### **VincentCare Northern Community Hub**

175 Glenroy Rd, Glenroy VIC 3046

Hours: Open 9AM · Closes 5PM

Phone: (03) 9304 0100

### **Haven Home Safe**

52-56 Mary St, Preston VIC 3072

Hours: Open 9AM · Closes 5PM

Phone: 1300 428 364

End of Student Information Handbook.

*Thank You*



*Aydin Tat*

*Program Director*

*Technical Advanced Training*