INVESTIGATIVE SERVICES PROGRAM

STUDENT INFORMATION
and Code of Practice

Tactical Training (Australia) Pty Ltd

RTO 2292

Outstanding Security Performance Awards
WINNER 2016

Version 4.0 2026

Contents

Venue 6
Facilities 6
Transport and Parking 7
COURSE INFORMATION 7
Duration of Training 7
Modes of Delivery and Assessment 8
Pre-Requisite Skills 8
Entry & Occupational Licensing Requirements 8
Additional Training and Licensing Requirements 9
Student Technology Access Requirements 9
FEE INFORMATION 9
Payment of Fees 10
Funded Training 10
Cancellation of Course Refund Policy 10
PRE-ENROLMENT INFORMATION 11
Language, Literacy, Numeracy and Digital Literacy (LLND) Requirements 11
Student Support and Wellbeing 11
Special Needs 12
Reasonable Adjustment 12
ENROLMENT INFORMATION 13
How to Enrol 13
National Recognition of Certificates from Other RTOs 13
Recognition of Prior Learning 14
Unique Student Identifier (USI) 14
QUALITY ASSURANCE 14
Continuous Improvement Process 14
Industry Consultation 15
Transition of Superseded Qualifications 15
Working with Persons Under 18 Years of Age 15
TERMS AND CONDITIONS 16
Student Code of Conduct 16
Disciplinary Procedure 16
Disclosure of Safety Information 17
Liability Disclaimer and Indemnity Statement 17
Copyright 17
Intellectual Property 17
Tactical Right to Cancel and Or Postpone 18
STUDENT RIGHTS & OBLIGATIONS 19
Complaints and Appeals 19
Student Rights 19

Privacy Notice 20
Security of Personal Information 20
Access to Your Personal Information 20
Access to Student Records 20
Requests for extension of time 20
WORK HEALTH & SAFETY 21
Smoke-free environment policy 21
ATTENDANCE 21
Dress Code 22
Attendance and Arrival Time 22
Assessments 22
Plagiarism, AI Use, and Submission of Original Work 23
Mobile Phones in Class 23
POST COURSE INFORMATION 23
Issue of Certification 23

Dear Student

Welcome to Tactical Training (Australia) Pty Ltd (RTO 2292).

During your time with us we will endeavour to ensure you have a positive, rewarding, and exciting learning experience. In return, you are expected to work with us by attending all required training days and completing all assessment activities that make up part of your chosen course.

This information booklet provides you easy access to valuable information and frequently asked questions that are relevant to your training experience.

CONTACT US

Office hours are:

Monday to Friday - 8:30am to 5:00pm

If you have any questions, please contact our Customer Care team:

Call

Telephone 8331 1620

Email

customercare@tacticaltraining.edu.au

Emails to the above address are checked each business day. Enquiries for Trainers and Assessors can be sent to this email address and will be redirected to the relevant person.

Training Centre Location

Tactical Training's facilities are located at:

Unit 3 / 190 Glynburn Road
Tranmere SA 5073

Website

www.tacticaltraining.edu.au

Follow us on Social Media

https://www.facebook.com/tacticaltrainingaustralia

https://www.instagram.com/tactical_training_australia

https://www.linkedin.com/company/72069568

Tactical Training (Australia) has over 20 years' experience and background in vocational education and training (VET) relevant to its scope of registration. Qualifications issued are nationally accredited and recognised by:

- Australian Qualifications Framework (AQF)
- Consumer and Business Services (Security Licensing Division)

Current Qualifications offered as registered on www.training.gov.au are:

- CPP20218 Certificate II in Security Operations
- CPP31318 Certificate III in Security Operations
- CPP31418 Certificate III on Close Protection Operations
- CPP30619 Certificate III in Investigative Services
- CPP40719 Certificate IV in Security Management
- CPP50619 Diploma of Security Risk Management

Further information about our courses is available on our website: www.tacticaltraining.edu.au and brochures are available from our Customer Care team and may be sent out via post or email.

If you would like to talk to us, please contact the Customer Care team by phone on 8331 1620 or email us at customercare@tacticaltraining.edu.au

Venue

Training and Assessment will take place onsite at our training facility at Unit 3/190 Glynburn Rd, Tranmere SA unless otherwise stated. For example, CPP30619 Certificate III in Investigative Services requires:

- Training exercises undertaken within walking distance of our facility
- a half day attendance at a metropolitan shopping complex for the purpose of assessment
- attendance at a courthouse to observe a trial or trials over a three-hour period

All details will be supplied at induction.

Facilities

You will be provided with an orientation of the facilities on the first day of your course (a tour can also be arranged before you enrol should you request it). While using these facilities, you are asked to be considerate of our neighbours and to ensure that safe practices are used to protect the facilities from damage. Similarly, it is expected that you conduct your activities in a manner that minimises risk of accident / injury to yourself and others. As a safety precaution, we ask students not to congregate near the entrances of the buildings during breaks as egress pathways must be kept clear.

Kitchen, refrigerator, and microwave facilities are available for your use. Coffee and tea facilities are also provided.

A variety of food outlets are conveniently located nearby our training facility.

Transport and Parking

If you need to catch the bus, simply catch the **H30 bus** in Currie or Grenfell Streets in the City and get off at Stop 16 Arthur Street, Tranmere. It is just a quick 100m walk to our training centre; look for the Tactical Training sign on Glynburn Road.

There are plenty of parking spaces available near the training centre, including across the road from our Training Centre.

NOTE: Check for parking restriction signs and remove all valuable items from your car and lock it.

COURSE INFORMATION

This *Student Information Booklet* provides information relevant to the Certificate III in Investigative Services qualification. Course brochures are available online and include a list of all units of competency included for the qualification.

CPP30619 CERTIFICATE III IN INVESITGATIVE SERVICES

Individuals must complete Certificate III in Investigative Services to be eligible to apply for an investigation agent licence (inquiry work as an employee) in South Australia.

Entry requirements: There are no entry requirements for this qualification (refer to training.gov.au)

Prerequisites: To be eligible for an investigation agent licence, applicants must be at least 18 years of age. TTA recommends that individuals enrolling in this course are already 18 or approaching their 18th birthday, to ensure they meet licensing requirements upon completion.

Delivery and Assessment method: Combination of contact days, online knowledge assessments linked to each unit of competency, homework tasks, and take-home final assessment activities.

Attendance requirements: 10 days in class.

Duration of Training

As VET training products are competency based, meaning you will not be issued a qualification until you have demonstrated competence across all elements and performance criteria, performance and knowledge evidence, and assessment conditions for each of the units, and all students learn at different paces, it is difficult to provide a standard duration of training. However, below is an outline of the modes of delivery and assessment. If you require additional information before you make your decision to enrol into a qualification, please speak to our friendly Customer Care team.

Participants are given up to 24 months to complete this qualification.

Modes of Delivery and Assessment

Your course commences immediately upon enrolment. You will be enrolled onto the online learning component of the course. You will receive your Learner Assessment Guide (LAG) and Learner Resource (LR) on your first contact day.

Your training is a combination of:

- Pre-course reading and assessments (including online assessments)
- Face-to-face workshop: including skills assessments with realistic scenario exercises as discussed during your enrolment appointment
- Reading and written activities throughout the duration of your training (including homework tasks)
- Make-up days which are required if any days are missed

Any training materials you receive remain the intellectual property of Tactical Training (Australia) Pty Ltd and are subject to copyright. Should you require a hard copy of the Learner Guide, these are available for purchase. Enquire with Customer Care. There is a one-week turnaround for ordering hard copy materials.

Workshop dates will be discussed upon enrolment to allow you to organise your availability. All online assessments must be completed prior to attending the workshop. We recommend allowing **at least three (3) months** prior to a scheduled workshop to give you enough time to complete the online assessments – you will need to judge your own ability to complete the assessments prior to the dates you wish to attend based on individual circumstances.

To successfully complete your qualification, you must:

- **Complete all online assessments activities prior to the workshop**
- **Attend every day of the workshop** and
- **Complete all assessment activities** that are allocated to you by your Trainer during the workshop.

Pre-Requisite Skills

Some courses may require pre-requisite skills and underpinning knowledge for eligibility. Pre-requisites for the courses are listed above in the *Course Information* section and we will discuss this with you at your enrolment induction appointment.

Entry & Occupational Licensing Requirements

The **Certificate III in Investigative Services** is the mandated qualification for individuals seeking **occupational licensing as an Investigation Agent (Inquiry Agent - Employee level)**, as outlined in the *Security and Investigation Industry Act 1995 (SA)*. At Tactical Training, we take care to provide essential information about licensing eligibility. We also encourage you to contact the relevant licensing authority to talk about any concerns you may have about your personal situation. For further information, please contact Consumer and Business Services on
Ph: 131 882 or visit the website:
https://www.sa.gov.au/topics/business-and-trade/licensing/security/business-licence/security-agent-licence

Additional Training and Licensing Requirements

Due to the nature of the investigations industry, many agents are established as private contractors and are therefore ***self-employed***. To operate as a business in the security and investigations industry in South Australia, applicants must satisfy the **Business Criteria for Contractors**. This is administered by Consumer and Business Services (CBS) – follow this link for more information: https://www.sa.gov.au/topics/business-and-trade/licensing/security/business-licence/investigation-agent-licence (or search: *security or investigation agents business criteria*).

CBS provides information for licensing and qualification requirements for this industry.

Student Technology Access Requirements

To participate in this course students will need to have personal access to the following:

- Computer or Laptop
- Internet to complete online learning and research
- A compatible PDF reader to view course materials and assessment instructions
- Ability to view video content, including embedded media and external links to platforms such as YouTube and Vimeo
- Microsoft Word (.doc or .docx) to produce written assessments

FEE INFORMATION

It is Tactical Training's policy that the course fee is all inclusive.

All course fees are disclosed in the information brochures available for download on our website: www.tacticaltraining.edu.au.

Note: *Fees may change without prior notice.*

Course fees and charges do not include the cost of Investigation Agent licensing and or any other occupational licensing or application fees.

Information about occupational licensing fees should be discussed with the relevant issuing body (i.e., Consumer and Business Services).

Additional costs will apply for:

- Replacement of lost, stolen, or damaged study materials (learner guides and assessment guides).
- Re-issue and printing of replacement parchments (lost, stolen or damaged).

Contact the Customer Care team for information about these fees.

Payment of Fees

A minimum deposit of 50% is required for the Investigative Services qualification. The fees owing will appear on your tax invoice and must be paid in full no later than the day you start the course, unless otherwise organised with a Customer Care Team member and put in writing.

Tactical Training can receive a maximum of $1,500 in pre-paid fees at the time of enrolment for any course. For courses exceeding this amount a payment arrangement will be made at the time of your enrolment. You will be provided with a tax receipt as a record of payment. Payments can be made by cash, EFTPOS, ZIP pay, and credit card (Visa and Mastercard accepted).

You will not receive your qualification certificate until your course fees are paid in full.

Funded Training

If your training is being funded by an ***employment services*** provider or other agency, please speak to your consultant before visiting Tactical Training. Your agency must provide us with a Purchase Order prior to you attending an Enrolment Induction Appointment.

If you are being funded for your training, you will be asked to acknowledge that your funding provider will be sent a copy of your certificates for their records upon your completion. Should you not wish for this to happen, please advise us.

Cancellation of Course Refund Policy

If you decide to cancel your course, to be eligible to receive a refund, you must notify us in writing:

- Within **seven (7) days** of enrolment

An **administration fee of $250 applies <u>in all cases</u>** where a refund is requested.
If you are not eligible to receive a refund, we will discuss other viable options available to you.

Tactical Training's refund Terms and Conditions are listed on our website at http://www.tacticaltraining.edu.au/information/terms-and-conditions and our Refund Policy and Procedure can be made available for you in hard copy if required.

All requests for refunds are required to be made in writing, addressed to Tactical Training (Australia) Pty Ltd, Unit 3/190 Glynburn Road, Tranmere SA 5073 or via email to: customercare@tacticaltraining.edu.au

PRE-ENROLMENT INFORMATION

Language, Literacy, Numeracy and Digital Literacy (LLND) Requirements

Language, Literacy, Numeracy and Digital Literacy (LLND) refers to:

- **Language proficiency** - verbal and written communication skills in English.
- **Literacy** - reading, writing, and comprehension capabilities.
- **Numeracy** - mathematical, problem-solving, and working with numbers.
- **Digital literacy** - using technology effectively, evaluating digital content critically, communicating online, and practicing cybersecurity awareness.

LLND assessments are aligned with the **Australian Core Skills Framework**, helping to match your current skill level with a study pathway that supports your abilities and future goals. These assessments are thoughtfully designed to reflect the specific demands of the **security and investigations industry**.

As part of the enrolment process, you are required to complete an LLND assessment to help determine whether this course is the right fit for you.

If you require LLND support beyond the scope of what Tactical Training offers, we can assist you in finding the help you need. Please note that **any costs associated with specialist LLND support are the responsibility of the student**.

Student Support and Wellbeing

At Tactical, we understand that the prospect of study can feel daunting. That's why our dedicated team is here to guide and support you throughout your training journey. We can assist with the following:

- Helping you learn how to navigate and use the online learning system.
- Answering questions about the security and investigation agent licensing process.
- Liaising with your employment service provider.
- Creating a welcoming and supportive learning environment for all students.

At Tactical, we know that no two learners are the same. If you need help with Language, Literacy, Numeracy, Digital (LLND) skills, or English language support, we're here to connect you with the right external services.

We also value your mental and physical wellbeing. Our team fosters an environment that supports balance, growth, and care. We can provide a list of publicly available, free support services offered by trusted organisations to help you access the assistance you need.

If you require assistance at any stage, please don't hesitate to speak with your Trainer or a member of our Customer Care team.

Special Needs

At Tactical Training, we make every effort to provide an environment that allows for a positive learning experience that imparts relevant industry skills and knowledge and is also enjoyable! To assist us in our endeavours, please tell us if you have any special needs that may affect your learning experience. Special needs may include medical conditions, physical or other disabilities, learning difficulties, cultural, or personal matters. We will work through these special need requirements as best we can. Should your needs go beyond our services, we will assist you to locate specialist assistance from appropriate agencies.

Reasonable Adjustment

At Tactical, we're committed to making sure all students have fair access to learning. If you have a disability, you may be eligible for reasonable adjustments—this means making changes that help you study and participate on the same basis as others.

These adjustments are made to suit your individual needs, as long as they follow training rules and don't cause hardship to the training provider. Examples could include extra time, different assessment formats, or physical support in practical tasks.

However, all students still need to meet the standards required for the qualification.

If you have a pre-existing injury or condition that may affect your training, please let us know during your enrolment appointment.

ENROLMENT INFORMATION

How to Enrol

Upon contact with our Customer Care team, they will email information, including registration forms. Once we receive the completed forms, we will contact you via telephone to conduct the finalisation of the enrolment process. At this time, they will discuss the following with you:

- Terms and conditions of enrolment and answer any other questions you might have.
- Special needs or requirements.
- Suitability regarding any relevant Occupational Licensing and LLND requirements.
- Opportunity for RPL.
- Training exercises, scenarios and online assessments.
- Photo permission.
- Payment terms.

IMPORTANT: If you are not an Australian Citizen, please provide your passport and current visa information prior to the appointment. This is a compulsory requirement for entry into our Nationally Accredited courses.

Tactical Training is not a CRICOS Registered Training Organisation and cannot enrol clients who are visiting Australia on a Student Visa. For information about CRICOS providers please visit: https://cricos.education.gov.au/

National Recognition of Certificates from Other RTOs

Tactical Training recognises the qualifications and statements of attainment issued by other registered training organisations for nationally recognised qualifications as well as individual units. National recognition may also be referred to as **Credit Transfer**.

As an example, this means, if you have completed a unit of competency for another course with an RTO and you can show us your current, original certificate; you will not have to repeat this unit to achieve this program.

Some conditions will apply depending on the course that you are doing. Please discuss this with a Customer Care team member during your enrolment so that your individual circumstances may be considered.

All nationally accredited qualifications will be verified by contacting the issuing RTO. Students must provide consent in writing allowing Tactical to carry out this process.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) assessments is available to students who believe they have current, relevant industry skills, and underpinning knowledge in the units delivered within a qualification. This means that skills and knowledge you have gained from previous study, your previous employment and life experiences can be assessed as evidence toward recognition for part of or all nationally recognised training.

Please discuss your RPL questions with us prior to finalising your enrolment. A complimentary pre-assessment can be arranged to provide an indication of the level of RPL that may be granted, and costs of any gap training should it be required. A pre-assessment does not provide a conclusive final decision; however, every effort is made to provide you with a strong indication of the expected outcome.

If you are seeking RPL for this qualification, please refer to the dedicated ***Recognition of Prior Learning - Student Information Handbook***.

Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a reference number made up of a combination of ten numbers and letters.

The USI is intended to help students access their training results for all nationally accredited training, including qualifications and units of competency, completed with a Vocational Education and Training (VET) provider, like Tactical Training.

It is compulsory for training organisations to collect your USI number before a certificate can be issued. If you would like more information about the USI, please visit the Australian Government Department of Industry webpage Unique Student Identifier (USI) - http://www.usi.gov.au, where you can create your own USI account, if you do not have one.

USI numbers must be provided at enrolment into your chosen course. If you need assistance with applying for your USI or locating it, please contact our friendly customer care team.

QUALITY ASSURANCE

Continuous Improvement Process

Quality assurance and continuous improvement processes are fundamental to Tactical Training (Australia) Pty Ltd achieving successful business outcomes across the scope of our organisation. Tactical Training carries out actions to ensure the currency and continuous improvement of our services and training products.

Our quality assurance practices are integrated within a framework of policies, procedures, and documentation which provide staff with guidance and direction in the performance of their duties. This system enables a consistency across the scope of the organisation, in the delivery of training and assessment, and in the provision of customised services and consultancies.

Industry Consultation

Tactical Training engages industry in its training and assessment arrangements. This is performed to ensure training content, development, delivery, and monitoring of training and assessment, is up to date with current industry standards. This is achieved through meeting with employers, industry associations, licensing authorities, and other parties who can contribute to our validation processes.

Transition of Superseded Qualifications

At times, Industry Skills Service Organisations (SSO) will make changes to training package products. Training packages are updated to ensure they align with current industry trends and requirements. These updates ensure that students receive the necessary skills for the current work environment.

When training packages are superseded, an RTO is responsible for transitioning to the new versions within 12 months of the revision.

If you are enrolled in a program at the time it is superseded, one of two things will happen:

1. We will assist you in completing your qualification prior to the end of the 12 month teach-out period.

If this is not possible, we will do the following:

2. Transition you into the new version of the training product.

In some cases, this may mean you are required to attend additional training and undertake further assessments to meet the new assessment conditions; however, it is the best way to ensure you receive the full value of your investment.

You will be required to pay additional course fees in the following circumstances:

- Where you have not completed your studies within the 12 months enrolment period, and you have not contacted us for an extension of time
- Where you have received three or more extensions for your original enrolment
- Where you have previously requested to discontinue or withdraw from the superseded qualification
- Where you have not responded to our correspondence relating to transition of training within the timeframe provided

NOTE: It is essential for you to notify us of any changes to your contact details (i.e. address, phone number, email) to ensure you can receive important notifications.

Working with Persons Under 18 Years of Age

Tactical Training will comply with all relevant State and Federal legislation in working with children. Candidates under 18 years of age may enrol with Tactical Training.

TERMS AND CONDITIONS

Student Code of Conduct

Our Code of Conduct provides for a safe, secure, and healthy working and learning environment and for the protection of all staff, clients and students. Please be aware that a certain level of behaviour is expected of students and visitors to this training centre.

The following actions or behaviours will not be tolerated:

- Failing to abide by TTAs Work Health and Safety policies and procedures.
- Smoking (this includes vaping and the use of e-cigarettes) within any part of this building, including toilets and stairwells, or within 4 metres of the entrances to the building.
- Interfering with the learning, enjoyment, comfort or safety of other students, staff members, or other visitors.
- Abusive, threatening, insulting or offensive language or comments.
- Disruptive, aggressive or intimidating behaviour.
- Violence, harassment, or bullying.
- Discrimination based on an individual's gender, race, sexuality, ethnicity, age, race, religion, disability (including physical, intellectual, psychiatric, sensory, neurological or learning), marital status, pregnancy, political affiliations or beliefs, or membership of an organisation or association.
- Inappropriate and insensitive comments, jokes, actions that may be offensive to others.
- Deliberate damage to property.
- Entering the premises in possession or being under the influence of illegal drugs.

Failure to comply with this *Code of Conduct* may result in the immediate removal from further participation in the training course without refund. Tactical Training reserves the right to discontinue services to any person or organisation who fails to comply with the *Code of Conduct*.

Disciplinary Procedure

Any person(s) who displays dysfunctional or disruptive behaviour will be asked to leave the session and/or the course without entitlement to a refund of fees.

Any persons who fail to meet all attendance and assessment requirements, including repeatedly leaving the training room to answer telephone calls, and failing to pay attention or participate, will be required to attend additional days to make up for missed training.

Disclosure of Safety Information

For your safety, you have a responsibility to disclose all information, such as physical injuries, medical information, or traumatic experiences that may hinder your ability to participate in parts of the training.

Where possible, we will adjust training to make it possible for you to successfully complete your course, but please be aware, there are some aspects that are unable to be modified.

You must nominate and provide contact details of your emergency contact [someone we can call in the event of an emergency].

Liability Disclaimer and Indemnity Statement

Tactical Training, along with its directors, agents, employees, and contractors, accepts no liability for any loss or damage incurred by participants, regardless of the cause—whether through act, omission, or unforeseen circumstance.

As a strict condition of your participation in this course, you agree to fully indemnify and hold harmless Tactical Training and its representatives from any and all actions, claims, demands, proceedings, or liabilities arising from or in connection with your involvement in any training or course-related activities.

You acknowledge that participation is undertaken at your own risk, and you release Tactical Training from any and all:

- Claims
- Demands
- Present and future causes of action

By signing the terms and conditions on your registration form during the pre-enrolment process, you confirm that you have read, understood, and accepted these liability conditions, and agree to be bound by them for the duration of your involvement.

Copyright

All course materials provided by Tactical Training are protected under Australian copyright law, as well as relevant international conventions and applicable legislation in other jurisdictions. These materials remain the property of Tactical Training and may not be reproduced, distributed, or used outside of their intended educational purpose without prior written consent.

Intellectual Property

Tactical Training retains all intellectual property rights to its training resources. By acknowledging the terms and conditions during registration, you confirm that you have read—or had explained to you—our copyright notice, and that you accept these terms as a condition of enrolment and participation in the course.

Tactical Right to Cancel and Or Postpone

Tactical Training reserves the right to cancel or postpone course dates to alternative dates. Participants will be provided every opportunity to transfer into another session or course program. In cases where this is not possible, a full refund will apply. All course materials provided to the student must be returned unused and in excellent condition.

STUDENT RIGHTS & OBLIGATIONS

Complaints and Appeals

If at any time throughout your program you are not satisfied with the level of service you are receiving, please speak to your Trainer or to the Customer Care team. We are happy to discuss any issues with you. Tactical Training has a *Complaints and Appeals Policy* in place to ensure the effective management of any problems you may experience. Written complaints may be submitted by email to: privacy@tacticaltraining.edu.au.

If we fail to come to a mutually agreeable outcome and you would like to pursue the matter further, complaints about nationally accredited training should be directed to the Australian Skills Quality Authority via email to: enquiries@asqa.gov.au

Where a complaint does not relate to nationally accredited training you have the right to lodge your complaint / appeal with an industrial relations agency, where an independent review of your complaint / appeal will be undertaken.

Tactical Training's *Complaints and Appeals Policy* is available on our website at: http://www.tacticaltraining.edu.au/information/terms-and-conditions or a hard copy can be made available for you if required.

All complaints substantiated by the complaint's procedure will be reviewed as part of our Quality Assurance process, and where corrective action has been highlighted it will be implemented as a priority, recorded in writing and a register of the complaint maintained.

Student Rights

Tactical Training takes measures to ensure your satisfaction and safety throughout your training. We pledge to provide:

- Quality instruction.
- Assessment under a framework that is fair, reliable, flexible, and valid.
- Considerate and courteous treatment by all staff.
- Access to your assessment records and materials (for up to 6 months).
- Access to your assessment results.
- Freedom from any form of harassment or unfair treatment.
- Freedom from discrimination on grounds of ethnicity, marital status, age, gender, or disability.
- A system to have any complaint / appeal dealt with in confidence - fairly and promptly.
- A learning environment that protects your safety, health, and well-being.

Privacy Notice

Tactical Training (Australia) Pty Ltd (TTA) is committed to maintaining the privacy and confidentiality of your personal information. At each stage of the information lifecycle, including collection, use, disclosure, storage, destruction, and de-identification, your information is carefully handled and managed.

The information that we collect is primarily to create your student file and to meet the data provision requirements that surround the delivery and assessment of nationally accredited training.

Tactical Training will comply with all legislative requirements under the *National Vocational Education and Training Regulator Act, Privacy Act,* and *Australian Privacy Principles*.

For more information, please refer to Tactical Training's *Privacy Policy*. This policy is available on our website at: http://www.tacticaltraining.edu.au/information/terms-and-conditions.

If you are being funded for your training, you will be asked to acknowledge that your funding provider will be sent a copy of your certificates for their records upon your completion. Should you not wish for this to happen, please advise us.

Security of Personal Information

Tactical Training will take all measures to ensure collected candidate personal information is protected from misuse, loss, or damage, and that all data and record storage is secured from unauthorised access, modification, or disclosure.

Access to Your Personal Information

Tactical Training will allow candidates access to personal information held in all circumstances unless prescribed exceptions apply. Original documentation cannot be removed from files and must remain with Tactical Training as a condition of compliance with the National standards. **Administration fees may apply** – contact the Customer Care team for information about these fees.

Access to Student Records

Students can access their file for up to 2 years from the issuance of parchment. After this time, hard copy files are disposed of via a confidential document shredding service. We advise that you must call in advance to arrange access, so your file can be collected from archive. Files or their contents cannot be taken, and fees may apply for photocopying and reprinting certificates. (20c/side B&W or 60c/side colour).

Requests for extension of time

We understand that circumstances may arise that can impact on a student's ability to complete their course. If such a situation should arise, students are entitled to request an extension of time.

Enrolments may be extended for 1–3-month time periods and are limited to 3 extensions requests.

All requests for extensions are required to be made in writing, addressed to Tactical Training (Australia) Pty Ltd, Unit 3/190 Glynburn Road, Tranmere SA 5073 or via email to: customercare@tacticaltraining.edu.au

Each case will be considered on an individual basis.

WORK HEALTH & SAFETY

Tactical Training takes steps to provide a safe, healthy, and secure learning environment. Participants have a duty of care not to jeopardise their health or safety or the health and safety of other persons whilst undertaking their studies. Participation is at the student's risk and acceptance of these terms is a condition of entry into the training program. Students have a right not to participate in any activity that they feel may place them at risk.

To help reduce the risk of COVID-19 and other infectious diseases, the RTO will continue to assess all courses in line with current health and safety recommendations.

Your wellbeing—as well as that of your fellow students and our team—is our top priority. To help maintain a safe learning environment, we ask that you follow the precautions outlined below:

- Please do not attend the training facility if you are feeling unwell or experiencing respiratory symptoms
- Hand-washing stations and hand sanitiser are readily available throughout the training centre
- Our facilities undergo frequent and thorough environmental cleaning
- Personal Protective Equipment (PPE) is available and should be used by staff and students as required

Smoke-free environment policy

Tactical Training is a smoke-free facility. Smoking and vaping are strictly prohibited within 10 metres of all building entrances, in accordance with legislation.

If you choose to smoke, please do so away from the premises and be mindful of our neighbouring community.

Improper disposal of cigarette butts poses a serious fire risk. Cigarettes that are not fully extinguished can smoulder and ignite nearby flammable materials. For everyone's safety:

- Always fully extinguish your cigarette
- Use designated bins or containers—never discard cigarette butts on the ground

Littering of any kind, including cigarette butts, will not be tolerated.

ATTENDANCE

Terms and conditions of enrolment into a course require each student to agree:

- To arrive on time for every day they are required to attend.
- That no drugs or alcohol (excluding any required prescribed medications) are to be consumed during any training session.
- Not to leave the classroom during the training session unless absolutely necessary.
- To actively participate in training.

- To attend all days of training and complete all assessment activities.

Dress Code

Dress code is neat casual clothing (no singlets and no tops with offensive language or designs). We ask you to maintain your personal hygiene as some training exercises may bring you into close contact with other students; please consider their comfort as well as your own.

Training includes practical exercises and scenarios. Please wear comfortable, casual clothing and enclosed shoes for your safety and comfort.

Some training exercises will take place outside – you may wish to bring a hat for sun protection.

Attendance and Arrival Time

Out of courtesy for your trainer and fellow learners, please be sure to **arrive on time every day** (about 10 minutes early to get settled for the day). It is essential to confirm your availability for the workshops well in advance. Due to the nature of the training and limited availability of the workshops you may be required to attend the full workshop again if any day is missed.

Upon enrolment your course commences immediately, and you are allowed up to 24 months to complete the course. We encourage you to contact us if you need more time to complete your course.

Although unlikely, course dates may be postponed or cancelled. Please refer to our refund information regarding your rights if this happens or speak to one of our friendly Customer Care team members.

Assessments

The assessment process will be discussed at enrolment. Assessment includes a combination of:

- **Online Knowledge Questions** available immediately on the eLearning platform.
- **Online Assessment Tasks** available immediately on the eLearning platform.
- **In-class Assessment Tasks** issued by the Trainer during the workshop.
- **Performance based assessments and scenario exercises** issued by the Trainer during the workshop.

Information about the online assessment activities is issued upon enrolment. Further information is embedded into the online learning system.

Assessments that are undertaken across the duration of the workshop are issued by the Trainer. Information about this process will be issued at the Introduction Day and throughout the workshops. Further details are also printed in the Learner Assessment Guide issued to you when attending the workshop.

If you have any questions or need further assistance please contact your Trainer, via email to customercare@tacticaltraining.edu.au or by telephone on 8331 1620.

If an assessment result is found to be ‘not yet competent’, your Trainer will talk to you about your options to help you complete your course.

Plagiarism, AI Use, and Submission of Original Work

Plagiarism occurs when a person presents another individual's work, words, or ideas as their own. This includes copying material from any source (including TTA learning resources) or allowing someone else to copy your work. Submitting unoriginal work also includes providing any part of an assessment task that you did not complete yourself or failing to acknowledge the original source of the material. This extends to work generated using Artificial Intelligence (AI).

TTA has a zero-tolerance approach to plagiarism and the submission of unoriginal work. TTA may use plagiarism detection and AI-detection tools for all assessment submissions. There is **no acceptable level of copied content**, nor is there an allowable percentage of words that may be reproduced from another source unless an assessment task specifically instructs otherwise.

Consequences for plagiarism or the submission of AI-generated assessment work may include the requirement to repeat the entire unit at an additional cost or cancellation of course enrolment. In cases of cancellation, TTA's Refund Policy will apply.

Mobile Phones in Class

To maintain a focused and respectful space for all participants, **mobile phones must be switched off during class sessions**.

If you are anticipating an urgent call, please set your phone to silent and step outside the training room quietly to take it.

Any training missed due to phone calls will need to be rescheduled, subject to course availability and scheduling.

Thank you for helping to minimise disruptions and create a productive environment for everyone.

POST COURSE INFORMATION

Issue of Certification

Upon successful completion of all training and assessment, graduates will be issued with the qualification:

- CPP30619 Certificate III in Investigative Services

Where a qualification is not attained, a Statement of Attainment will be issued for any units that have been completed.

Certificates are issued in an electronic format by means of a pdf document sent via email. You may request Upon successful completion of all aspects of your training program, your work will be assessed, and your file will be processed. Certificates will be issued within 30 days of this process.

Certificates are issued in an electronic format by means of a secured pdf document sent via email. You may request a hardcopy of your certificate at no charge (fees apply for parchment re-prints- see Fee Information section).

You will not receive your certificate until your course fees are paid in full.

DISCLAIMER: Tactical Training has taken all reasonable steps to ensure the information presented in this document is correct and current. However, Tactical Training extends no warranty as to the accuracy or completeness of this document. Tactical Training and its agents and employees disclaim liability, whether in negligence or otherwise, for any loss or damage resulting from reliance on the accuracy or completeness of this document.

Tactical does not guarantee that a student will successfully complete a training product on its scope of registration [unless all requirements as set out in the training package are met]; that a training product can be completed in a manner that does not meet the requirements of Clause 1.6 and 1.7of the *Outcome Standards for NVR Registered Training Organisations 2025*; and that the student will obtain a particular employment outcome as this is outside the control of the RTO.