



RECOGNITION OF PRIOR LEARNING

STUDENT INFORMATION HANDBOOK and Code of Practice

Tactical Training (Australia) Pty Ltd

RTO 2292

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Dear Student

Welcome to Tactical Training (Australia) Pty Ltd.

During your time with us we will endeavour to ensure you have a positive and rewarding experience. In return you are expected to work with us by completing all RPL assessment activities, submitting a portfolio of your relevant experience and knowledge, and attending any required meetings with Assessors, that are all a part of the pathway to RPL.

This information booklet will cover commonly asked questions and the important information that is relevant to your assessment experience.

CONTACT US

Office hours are:

Monday to Friday – 9:00am 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>

ABOUT TACTICAL

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 in 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 about our courses, 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:

Some training exercises and assessment tasks may take place offsite.

All details will be disclosed and discussed prior to this occurring.

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 dropped 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.

RPL STUDENT INFORMATION

This *Student Information Booklet (RPL)* provides information relevant to the Recognition of Prior Learning (RPL) process. Course brochures are available online and include a list of all units of competency included for each qualification.

Recognition of Prior Learning (RPL)

RPL refers to the formal recognition of skills and knowledge held as a result of training, work experience and / or life experience. RPL is an assessment-only process that assesses the individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a qualification.

- **Formal learning** refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma, or university degree).
- **Non-formal learning** refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business).
- **Informal learning** refers to learning that results through experience of work-related, social, family, hobby, or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

The onus is on the student to provide sufficient evidence to satisfy the Assessor that the knowledge, skills, and experience they have lines up with a unit or qualification. The student drives the RPL process by collating evidence to demonstrate their current knowledge, skills, and experience that are relevant to the qualification they are seeking.

It is not necessarily a quick process, however, RPL can reduce the amount of time and work required to achieve a unit of competency or qualification without undertaking unnecessary training. RPL is a formal assessment-only process, and no training is provided.

Duration

The RPL process has no set duration as the experience will differ for everyone. Your Assessor will provide you with feedback throughout the process, guiding you as to what evidence you are required to submit and where further evidence is required.

You are allowed up to 6 months to complete the RPL process. If further time is required, this should be negotiated prior to the end of the 6-month period.

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 and Occupational Licensing Requirements

Certificate II in Security Operations, Certificate III in Close Protection Services, and Certificate III in Investigative Services are qualifications that relate to occupational licensing under the provisions of the *Security and Investigation Industry Act 1995*. 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:

Phone: 131 882; or visit the website:

<https://www.sa.gov.au/topics/business-and-trade/licensing/security>

Click on the 'Apply for a licence' option and then select the relevant licence type.

Modes of Delivery and Assessment

RPL is an assessment-only process. The assessment process commences immediately upon enrolment. You will be provided with an RPL Assessment Guide that is to be completed by you and submitted along with your RPL evidence. The process is further explained within this booklet.

FEE INFORMATION

RPL is a formal assessment-only process and no training is provided.

All course fees are disclosed in the information brochures available for download on our website:

www.tacticaltraining.edu.au. The RPL fee is calculated at 75% of the course for a full qualification or by price per unit (whichever is cheaper). Fees relating to RPL assessment are available by contacting the Customer Care team.

Note: *Fees may change without prior notice.*

Course fees and charges do not include the cost of 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:

- Gap training, where it is deemed necessary to enable completion of the requirements of any qualification or unit of competency or accredited course.
- 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 to enrol for an RPL assessment. 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 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, and credit card (Mastercard or Visa).

You will not receive your certificate until your RPL 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 your Pre-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 RPL, 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 in all cases** 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 to your provided address. Once we receive the completed forms, our team will contact you via telephone during business hours to conduct the finalisation of the enrolment process. At this time, they will:

- Discuss the terms and conditions of enrolment and answer any other questions you might have.
- Discuss any special needs or requirements.
- Verify suitability regarding Occupational Licensing and LLND requirements.
- Discuss the RPL assessment process
- Discuss payment.

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**.

To receive a credit transfer for a unit you must provide formal evidence that you've previously completed the unit or a unit which matches in content and outcome.

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.

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](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 (if it is required).

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 RPL within the given 6-month timeframe. If such a situation should arise, students are entitled to request an extension of time. This should be done prior to the expiry period.

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

Each case will be considered on an individual basis.

As per the *Refund Policy and Procedure*, applicants who fail to submit their RPL assessment and evidence portfolio within 6 months of enrolling will forfeit all fees paid in advance and their right to assessment.

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 require each student to agree:

- To arrive on time for any appointments they are required to attend.
- That no drugs or alcohol (excluding any required prescribed medications) are to be consumed during attendance.
- If gap training is deemed necessary, to attend all days of training and complete all assessment activities, and abide by the dress code, attendance and arrival time conditions as detailed below.

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.

Gap Training and Practical Course Scheduling

If your training plan includes gap training, please note that practical course dates are scheduled in advance to help you plan your availability.

You will receive a copy of these pre-scheduled dates upon enrolment. As places are limited and in high demand, we recommend securing your preferred dates as early as possible.

To successfully complete your course, you must **attend all days of training** (as advised when you enrol) and **complete all assessment activities** that are allocated to you by your Trainer.

Please **be sure to arrive on time every day** (about 10 minutes early to get settled for the day) and let us know by phone or email if you are running later or will not be attending. Our office is open from 8.30am.

****LATE ARRIVALS – you may be required to attend make up days if you arrive late for class****

CALL US on 8331 1620 if you are going to be later than a few minutes

Should your course allow for Flexible Study options, you will commence immediately and are allowed up to 12 months to complete your course (from the date of your original enrolment). The contact days will be scheduled across the 12-month period according to your availability. 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 RPL assessment process will be discussed at your enrolment induction appointment. These details are also printed in your RPL Assessment Guide. Your Assessor will provide you with instructions throughout the RPL process.

If you are required to participate in gap training, instructions and further information about the assessment process will be provided prior to commencing and throughout the duration of the training. Further assistance is available from a Trainer Assessor, 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 gap training (if required) and RPL assessment, graduates will be issued with certification according to their purchased training package option.

Depending on your RPL assessment, this will include one or a combination of the following:

- Qualification for CPP20218 Certificate II in Security Operations
 - Statement of Attainment for HLTAID011 Provide first aid
 - Statement of Attainment for SITHFAB021 Provide responsible service of alcohol
- Qualification for CPP31318 Certificate III in Security Operations
 - Statement of Attainment for HLTAID014 Provide advanced first aid
- Qualification for CPP31418 Certificate III in Close Protection Operations
 - Statement of Attainment for HLTAID014 Provide advanced first aid
- Qualification for CPP30619 Certificate III in Investigative Services
- Qualification for CPP40719 Certificate IV in Security Management
- Qualification for CPP50619 Diploma of Security Risk Management
- Statements of Attainment are issued to certify completion of one or more units from a VET qualification, or the completion of an accredited short course

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

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 1.7 of 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.

RPL ASSESSMENT PROCESS

Your assessment process will commence immediately and will be a combination of:

- **RPL ASSESSMENT GUIDE** – the **Evidence Plan** section of this RPL Assessment Guide contains the competency standard for each unit. In this guide you need to:
 - You are required to fill in the evidence column, with details of evidence you can provide that addresses the criteria. This information will be cross referenced against the requirements of each training product. This includes:
 - Elements and performance criteria.
 - Foundation Skills.
 - Performance evidence
 - Knowledge evidence
 - Assessment conditions

The onus is on you as the student to provide sufficient evidence to satisfy assessors that you currently hold the relevant competencies

- List the evidence that you can provide that demonstrates your experience, skills and knowledge in this area of performance
 - Complete and sign the Permission to Authenticate RPL Evidence. This is in the RPL Assessment Guide
 - **Provide details of referees who can support your claims of skills and knowledge** across the various areas of the units and their performance criteria (name / company / position / contact details)
 - **The RPL Assessment Guide is** to be submitted to Tactical, for assessment along with your portfolio of evidence
- **PORTFOLIO OF EVIDENCE** – This must contain all your document evidence of the skills and knowledge that you will be presenting to Tactical Training to be assessed. A portfolio of evidence should be presented as follows:
 - In a folder (ring binder or display folder) with all evidence clearly labelled
 - On a USB in electronic format, with all documents clearly named and placed into folders
 - Provide **current referees** to authenticate your experience

The evidence documents must be easy to cross reference with the information you enter in the RPL Assessment Guide and be ordered in a logical sequence.

- **FORMS OF EVIDENCE** –evidence that can be submitted for assessment may vary between candidates. It will depend on the qualification or unit you are applying for and the type of competency you are trying to demonstrate.

The following forms of evidence may be considered:

- Resume
- Job Descriptions of positions you have held
- Performance Reviews
- Evidence of formal or informal training and education (e.g., qualifications or certificates from courses completed)
- References from past employers, managers, and supervisors
- Work experience which is relevant to the competency standard requirements
- Testimonials from clients
- Samples of work that you have created
- Video and/or audio recorded evidence
- Third party reports

Assessors can be reasonably flexible in approach to types of suitable evidence – but it must provide proof of competence.

- **THIRD PARTY REPORTS** – these can be completed by employers, managers, supervisors, and any member of staff who has worked with you, and you are confident can supply relevant examples of your work performance.

Tactical Training has a standard template that can be made available to any of your referees to assist them in participating in your assessment process.

- **ASSESSMENT PROCESS** - Once you have finished compiling the portfolio it must be submitted to Tactical Training for assessment. It may be personally delivered and signed in with the Customer Care team or you may prefer to hand it over directly to the Assessor. (Please make an appointment if you would like to see the Assessor). From this point it may take up to 2 weeks for the assessment to be completed.

For the Assessor, the assessment process will involve:

- Mapping all evidence against the assessment requirements for the qualification
- Authenticating documents
- Checking referees
- Competency conversations with the Assessor
- Observation of practical tasks - in the workplace, a simulated environment, in the classroom or a combination

- **ASSESSMENT OUTCOMES** - The assessment outcome will be either:
 - **RPL** - this means you have achieved your qualification via RPL and will be issued a certificate
 - **Not yet competent** - there may be gaps in your evidence portfolio that can be filled by providing additional sources of evidence. The Assessor will contact you to discuss what else is needed.

If **further evidence cannot be provided** the Assessor will discuss gap training requirements and related costs.

- **Competency achieved** – upon successful completion of any gap training this result is issued

Tactical Training allows up to 6 months to submit RPL assessment evidence, however, we encourage applicants to complete as soon as possible to avoid losing momentum with the application and delay in attaining a qualification.

Applications to extend time will be considered on an individual basis. Requests to extend time should be in writing and can be emailed to: customercare@tacticaltraining.edu.au

RPL Process Guide

STEP 1

- Complete and submit Registration Forms and other enrolment paperwork
- Pay fees for RPL process

STEP 2

- Complete the **RPL Assessment Guide**
- Provide a brief summary for each Performance Criteria explaining where you have gained your skills and experience (employer and job role) and how you applied the skills and knowledge (specific tasks that were performed as part of the job)

STEP 3

- Compile a **Portfolio of Evidence** containing evidence of skills and knowledge
- A folder for Tactical to keep with copies of: certificates / resume / employer letters / job descriptions / samples of your own work / and other relevant forms of evidence
- Also include current referees to authenticate your experience

STEP 4

- **Third Party Reports** - to be completed by a supervisor/manager who can qualify your work experience, authenticate the evidence provided, and assist in filling any gaps in the evidence you can provide

STEP 5

- **Contact your Assessor** if you need to ask any questions or require assistance

STEP 6

- When you have completed gathering your evidence **submit** your RPL Assessment Guide and Portfolio of Evidence
- Your Assessor will contact you if they have any questions or require more evidence

STEP 7

- **Competent**- file is finalised / signed off as competent / submitted to Customer Care for certificates and archiving
- **Not yet competent** -The Assessor will keep working with applicant
- **Unable to achieve competency** - The Assessor will arrange gap training (additional fees apply)
OR arrange for issuance of a Statement of Attainment for any units for which you are deemed competent

Authenticating Evidence

You need supporting evidence to authenticate that the products and processes you are submitting is **work that has been created by you**. Third party letters may be needed to support your portfolio. You may be required to provide us with written permission to check the authenticity of your evidence.

You are required to complete and sign the Permission to Authenticate RPL Evidence. This is in the RPL Assessment Guide

Rules of Evidence

When assessing RPL applications the Assessor must, ensure the evidence submitted aligns with the Rules of Evidence as prescribed with the *Outcome Standards for NVR Registered Training Organisations 2025 (Clause 1.4)*.

The Rules of Evidence require the Assessor to confirm the evidence that has been received is:

Valid	The Assessor must be assured that the student has the skills, knowledge, and attributes as described in the unit of competency and associated assessment requirement.
Sufficient	The Assessor must be assured that the quality, quantity, and relevance of the assessment evidence enable a judgement to be made of a student's competency.
Authentic	The Assessor must be assured that the evidence presented for assessment is the student's own work.
Current	The Assessor must be assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Where these criteria are unable to be met the following action may be required:

- Additional evidence to be provided to the Assessor by the candidate
- Gap training to address any short falls in competency

Please be aware that gap training incurs additional fees. Talk to the Customer Care team or your Assessor for further clarification, based on the qualification or unit you are applying for.

