



SECURITY & CLOSE PROTECTION OPERATIONS PROGRAMS

STUDENT INFORMATION and Code of Practice

Tactical Training (Australia) Pty Ltd

RTO 2292



**Outstanding Security
Performance Awards
WINNER 2016**

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 Facebook

<https://www.facebook.com/tacticaltrainingaustralia>

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:

- Assessment of a teamwork exercise in Certificate III in Security Operations / Certificate III on Close Protection Operations course may be undertaken within walking distance of our facility
- Assessment of practical component relating to Certificate III in Investigative Services may be undertaken in a public venue, such as a shopping complex

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). While using these facilities, you are asked to be considerate to 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. Please keep all building exits clear.

A kitchen, fridge, and microwave are available for your use. Coffee and tea facilities are also provided.

A variety of food outlets are conveniently located nearby.

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, just look for the Tactical Training sign on Glynburn Road.

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

NOTE: Always check for any parking restriction signs and remember to remove all valuable items from your car and lock it.

Smoking Policy

Tactical Training is a Smoke Free Environment. Please respect our neighbours. Smoking is prohibited near any entrance to our building and the entrances of any surrounding buildings. Smokers are invited to use the designated smoking area.

Duration of Training

As VET courses are competency based, meaning you are not issued a qualification until you have demonstrated competence across all elements and performance criteria in 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.

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. The number of contact days will depend on the training you have chosen.

Your training is a combination of:

- Pre-course reading and assessments (including online assessments)
- Pre-scheduled practical training sessions: including skills assessments with realistic scenario exercises as discussed during your phone enrolment appointment
- Reading and written activities throughout the duration of your training (including homework tasks)
- Final assessment papers issued on your last contact day
- 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 individual Learner Guides, these are available for purchase from Customer Care.

Practical course dates are pre-scheduled to allow you to organise your availability. When you enrol, you will receive a copy of the pre-scheduled course dates. Please note, practical course dates fill fast.

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 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****

Flexible Study students also commence immediately and are allowed up to 12 months to complete their course. 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 assessment process will be discussed at your enrolment induction appointment. These details are also printed in your Learner Assessment Guide. Your Trainer will provide you with instructions throughout your course. If you are completing a program via Flexible Study, instructions will be provided upon your enrolment and throughout the duration of your course. 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.

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 Provide First Aid course with another 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.

Recognition of Prior Learning

Tactical Training can provide Recognition of Prior Learning (RPL) assessments for 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 any nationally recognised training.

Costs for RPL assessments will vary from person to person depending on level of skill and knowledge that can be demonstrated, and the qualification/course that you are applying for RPL in.

Please discuss your RPL questions with us prior to finalising your enrolment. A complimentary pre-assessment can be arranged to provide an indication of 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.

Issue of Certification

Upon successful completion of all training and assessment, graduates will be issued with certification according to their purchased training package option.

Depending on your course package, this will include one or a combination of the following:

- Qualification for CPP20218 Certificate II in Security Operations
- Qualification for CPP31318 Certificate III in Security Operations
- Qualification for CPP31418 Certificate III in Close Protection Operations
- Statement of Attainment for HLTAID003 Provide first aid
- Statement of Attainment for SITHFAB002 Provide responsible service of alcohol
- Statement/s of Attainment for any additional units or career pathway courses that have been successfully completed

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 a hardcopy of your certificate at no charge (fees apply for parchment re-prints- see Fee Information section).

Entry & 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 (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/security-and-investigation-agent-licence>

Pre-Requisite Skills

Some courses may require pre-requisite skills and underpinning knowledge for eligibility. We will inform you of any pre-entry needs at your enrolment induction appointment. Pre-requisite requirements for undertaking the Certificate III in Security Operations course, include holding a current valid Security Licence.

Support Services

At Tactical we offer additional support throughout your time with us. Where needed, our Customer Care team can support students completing their online assessments or their Security licensing application. They also liaise with CBS, employers and relevant Job Active Providers and provide a friendly, supportive environment for students.

Language, Literacy, and Numeracy (LLN) Requirements

Verbal communication, reading and writing skills are essential skills required to complete this training and for employment in the security industry. As a part of the enrolment process, you may be asked to do an LLN assessment to help decide if this course meets your personal needs. You may also request to do an LLN assessment if you have any concerns. If you do need special LLN training outside of the scope of what Tactical Training can provide, we can assist you to locate the help you need. Costs for specialist LLN assistance must be paid by the student.

Special Needs

At Tactical Training, we make every effort to give you a positive learning experience that leaves you with relevant industry skills and knowledge and is also enjoyable! To help us, 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.

Industry Consultation

Tactical Training carries out actions to ensure the currency and continuous improvement of our services and training products.

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.

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 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 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.

Continuous Improvement Process

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.

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:

- Security 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 to secure your place on a security course. 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, and credit card (Mastercard, Visa and AMEX).

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

Funded Training

If your training is being funded by a **jobactive** 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.

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:

- For **Fulltime Study** - at **least seven (7) days** before the course starts; or
- For **Flexible Study** - 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.

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 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.

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.

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.

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 complaints/appeals dealt with in confidence - fairly and promptly
- A learning environment that protects your safety, health, and well-being

Student Code of Conduct

Tactical Training reserves the right to discontinue services to any person or organisation who fails to comply with the Code of Conduct Policy.

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
- To follow all safety rules, procedures and instructions of Trainer Assessors and other staff members of Tactical Training
- That no person is permitted to enter classes if under the influence of drugs or alcohol
- That no drugs or alcohol (excluding any required prescribed medications) are to be consumed during any training session
- That smoking is not permitted in any part of any building including toilets and stairwells
- That no person shall interfere with the learning, enjoyment, comfort, or safety of another person
- Not to leave the room during training unless necessary
- To actively participate in training
- To attend all days of training and complete all assessment activities

Disciplinary Procedure

Any person(s) who displays dysfunctional or disruptive behaviour may 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.

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.

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 6 months 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).

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.

Work Health and 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 learner'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.

COVID-19

Due to the COVID-19 pandemic there have been several safeguards and imposed restrictions put into place across all industries. Below is an overview of some of the strategies that have been implemented at Tactical Training to protect the safety of our students and staff, ensuring the quality of our training and assessment and looking after your investment:

- Enrolment processes have been streamlined to limit face-to-face contact in small spaces like our enrolment office. Instead, we have implemented a combination of online bookings, email, and phone contact, along with an informative video that covers information we would normally deliver face-to-face. It is important to us that you are fully informed, understand, and are comfortable with your decision to enrol into the training course. We have multiple sources of information available and one of our Customer Care team members will contact you throughout the enrolment process to go over terms and conditions and answer any questions you may have.
- When attending training you are not required to check-in using the COVID-Safe Check-in app. We are required to keep records of your attendance for assessment and compliance purposes and this is done by having you sign a daily Attendance Register.
- Temperature checks are performed for all people using the facility and all students are required to sign the Coronavirus Symptom Check register.
- Anyone who is displaying respiratory symptoms must not attend the training facility and must follow the Government guidelines relating to testing and self-isolating.
- Hand-wash stations and hand sanitiser are available throughout our training centre.
- Class sizes are limited to comply with the physical distancing requirements of 1.5m. Current requirements are regularly monitored for changes.
- Frequent environmental cleaning and disinfection are conducted, especially of touchpoints (door handles, push plates including bathroom, EFTPOS facilities, counters, tabletops, backs of chairs, food preparation areas etc).
- PPE is provided including gloves and facemasks for staff and students to use whenever necessary. Training equipment is cleaned and disinfected after each use.
- In November 2020, RTOs were subject to a lockdown resulting in temporary business closure along with other non-essential services.

At that time:

- Training that was in progress was deferred.
- Students were encouraged to continue working on any unfinished online assessments or other tasks that had already been issued in class.
- Staff members that were able to work from home communicated with students via email.

When the end of lockdown was announced students were contacted to arrange completion of their training.

Should lockdown occur again in the future we will implement similar strategies to manage the situation and do all we can to make the best of a difficult situation.

For your safety and that of your fellow students and our team, please follow the procedures we have put in place.

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 an emergency contact of someone we can call in the event of an emergency.

Indemnity Disclosure

Tactical Training, their agents and employees accept no liability for any loss or damage suffered by or to any participant by any means, act, or omission or through any circumstances. In consideration for and as a strict condition of your participation in this course; you agree to indemnify and save harmless the Directors, Agents, Employees, and Contractors from all actions, suits, claims, proceedings or demands or loss howsoever arising out of your participation in any training or activities associated with the course of studies you propose to undertake. You acknowledge that participation is at your own risk and you release all:

- Claims
- Demands and/or other causes of action in the present and the future.

In signing the terms and conditions on your registration forms, as part of the pre-enrolment process you are declaring that you have read and understood the liability conditions of your participation. You understand, acknowledge, and accept the conditions and agree to be bound by the terms as stated.

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.

Mobile Phones in Class

In the interest of providing a positive learning environment for everyone, **MOBILE PHONES MUST BE SWITCHED OFF** while in class. If you are expecting an **urgent call**, please keep your phone switched to silent and leave the training room quietly to answer it.

This avoids unnecessary interruptions and inconveniences to others.

Copyright Regulations

The copyright on our course materials is owned by Tactical Training and is protected by Australian copyright law and by international conventions and applicable law in other jurisdictions.

Intellectual Property

Tactical Training holds the intellectual property of our training resources. In acknowledging our terms and conditions declaration as part of your registration, you are affirming that you have read the copyright notice or have had it explained to you as a condition of your participation in this course, and that you agree to the terms and conditions as outlined.

Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a reference number system that was introduced by the Commonwealth government in 2015. The USI helps 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.

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 set you up to watch our enrolment induction video. When the induction video has been watched, our team will contact you via telephone 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 Security Licensing and LLN requirements
- Discuss scenarios and online assessments
- Covid-19 protocols
- Photo permission
- Payment

IMPORTANT: If you are not an Australian Citizen, please bring your passport and current visa information 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: <http://cricos.education.gov.au/>

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