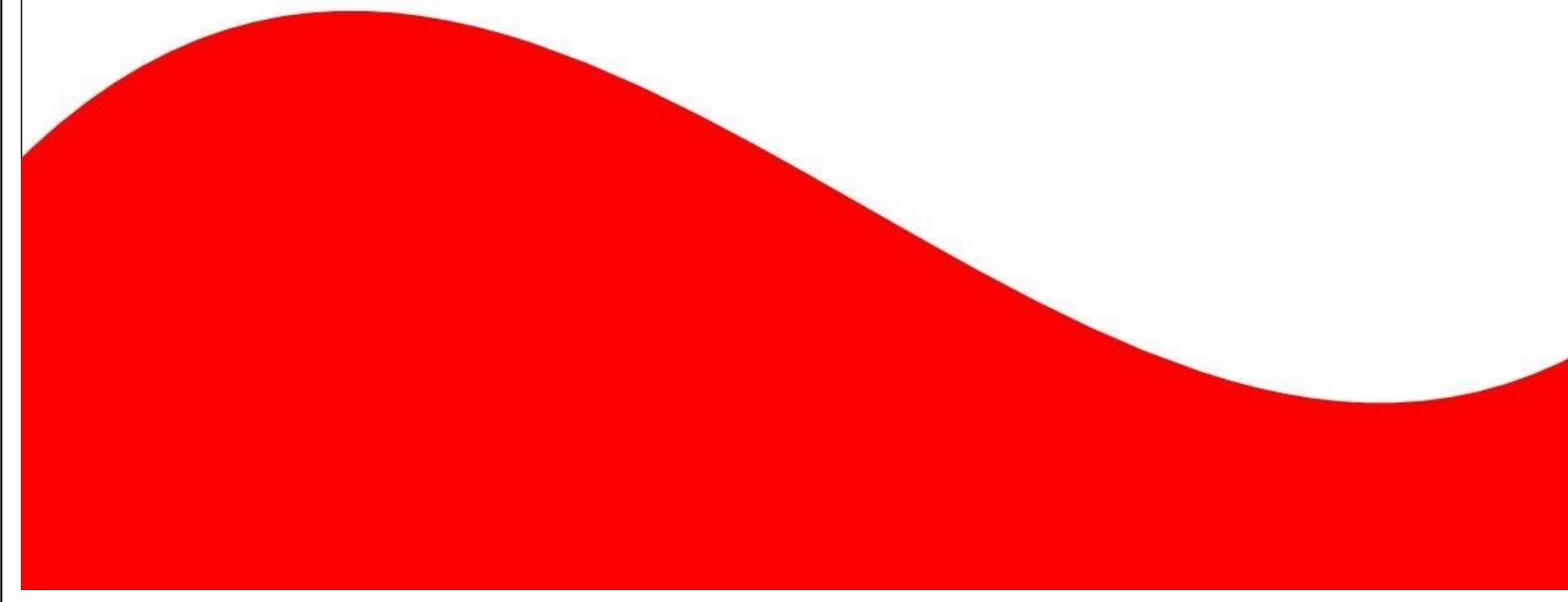




# STUDENT INFORMATION

**Tactical Training (Australia) Pty Ltd**





## Dear Student

Welcome to Tactical Training (Australia) Pty Ltd.

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 any all assessment activities that make up part of your chosen course.

This information booklet will cover commonly asked questions and the important information that is 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.com.au](mailto:customercare@tacticaltraining.com.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.

### Visit our training centre

Tactical Training's facilities are located at:  
Unit 3 / 190 Glynburn Road, Tranmere SA 5073

### Fax

(08) 8331 1610

### Website

[www.tacticaltraining.edu.au](http://www.tacticaltraining.edu.au)

### Follow us on Facebook

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

## COURSE INFORMATION

Further information about our courses is available on our website: [www.tacticaltraining.edu.au](http://www.tacticaltraining.edu.au) or 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.com.au](mailto:customercare@tacticaltraining.com.au)

## HOW TO ENROL

Contact the Customer Care team to make an Enrolment Induction Appointment. At the appointment:

- We will discuss the terms and conditions of enrolment and answer any other questions you might have;
- You will be required to fill in Registration forms, Security Declarations and USI forms;

Please bring to your appointment:

- Proof of identification (photo ID)
- Proof of Australian citizenship or residency status

**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 can't enrol clients who are visiting Australia on a Student Visa. For information about CRICOS providers please visit:

<http://www.cricos.deewr.gov.au/>

## 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.

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 (master card, visa and AMEX). A surcharge of 3% applies to all AMEX card transactions.

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 possible options available to you.

Tactical Training's refund Terms and Conditions are listed on our website at

<http://www.tacticaltraining.edu.au/Conditions/refund-policy.html> and our Refund Policy and Procedure can be made available for you in hard copy if required.

## UNIQUE STUDENT IDENTIFIER (USI)

Unique Student Identifier (USI) is a new reference number system that has been introduced by the Commonwealth government. The USI will 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 will be compulsory for training organisations to collect your USI 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.

## COURSE ENTRY & OCCUPATIONAL LICENSING REQUIREMENTS

Certificate II in Security Operations 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 important 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: <http://www.cbs.sa.gov.au/occupational-licensing-and-registration/>

## 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.

## LANGUAGE, LITERACY AND NUMERACY (LLN) REQUIREMENTS

Verbal communication, reading and writing are important skills that you will need 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, language barriers, 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.

## COURSE DATES & TIMES

Courses commence upon enrolment. You will receive your Learner Assessment Guide booklet at your appointment and a link to access your online Learner Guide shortly after enrolment. The number of contact days will depend on the training you have chosen.

Your training is a combination of:

- Pre-course reading and assessments
- Pre-scheduled practical training sessions
- Reading and written activities throughout the duration of your training
- Training review and refresher days (scheduled on individual needs basis)
- Make-up days which are required if any days are missed

You are provided with all of the training materials that are needed for your course. The training materials 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 from Customer Care.

Practical course dates are advertised on our website to allow you to organise your availability. It is recommended that you contact our Customer Care team to discuss dates for training. When you enrol you will receive a copy of the pre-scheduled course dates.

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 if you will not be attending.

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.

## 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.com.au](mailto:customercare@tacticaltraining.com.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.

## 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 CPP20212 Certificate II in Security Operations
- Qualification for CPP30411 Certificate III in Security Operations
- Qualification for CPP30607 Certificate III in Investigative Services
- Qualification for CPP40707 Certificate IV in Security and Risk Management
- Qualification for CPP50611 Diploma of Security and Risk Management
- Statement of Attainment for HLTAID003 Provide first aid
- Statement/s of Attainment for any advertised bonus 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 pdf document sent via email. You may request a hardcopy of your certificate.

## DRESS CODE

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

Security, First Aid and Fire Warden all include practical training exercises and scenarios. Please wear comfortable, casual clothing.

Fire extinguisher training is done outdoors. We recommend you bring sun protection items such as hats, sunglasses or sunscreen and dress appropriately for the weather conditions on the day.

## 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 also ask that students not 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.

## 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's 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. No parking fees, fines and no hassles moving every 2 hours as in city parking, just park across the road from our Training Centre.

## **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.

## **MOBILE PHONES IN CLASS**

In the interest of providing a positive learning environment, learners are required to turn mobile phones **off or to silent** mode whilst in class. This avoids unnecessary interruptions and inconveniences to others. You are welcome to answer your phone **if it is important** but please leave the class quietly to do so.

## **ACCESS TO STUDENT RECORDS**

Students are able to 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 can't be taken and fees may apply for photocopying and reprinting certificates. (20c/side B&W or 60c/side colour).

## **NATIONAL RECOGNITION**

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 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) assessment 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 of any nationally recognised training.

Costs for RPL assessments will vary from person to person depending on things such as 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.

## **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.com.au](mailto:privacy@tacticaltraining.com.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](mailto: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/Conditions/grievances-and-appeals.html> or a hard copy can be made available for you in if required.

## **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 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

## **DISCIPLINARY PROCEDURE**

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

## **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 to keep training content, development, delivery and monitoring of training and assessment, 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.

## **CODE OF PRACTICE**

Tactical Training's Code of Practice is attached. Please take time to read this along with this Student Information booklet.



## CODE OF PRACTICE

Under the *Standards for Registered Training Organisations 2015* we are obliged to make available to each client prior to enrolment, a Code of Practice. The Code of Practice documents how the services of Tactical Training (Australia) Pty Ltd (Tactical Training) meet the *Standards for Registered Training Organisations 2015*.

### Course Recognition

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

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

### Appointment of Accountable Officer

Our CEO ensures our organisation is compliant with regulatory requirements and is up to date and provides professional leadership and judgement for the organisation including; development of learning and assessment resources, teaching and learning strategies and oversight of assessment practices.

### Industry Engagement

Tactical Training engages industry in its training and assessment arrangements to confirm that our training and assessment practices meet current industry needs and standards.

### Employer Participation in Your Training and Assessment

Where required; employers and other parties who contribute to each learners training and assessment will be engaged in the development, delivery and monitoring of training and assessment.

### Obligations under 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.

### Disclosure of Safety Information

Participants have a responsibility to disclose all information, including medical information that may have an effect on the individual whilst participating in the study program. Persons must be nominated and an emergency contact telephone number provided 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 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.

### Fees & Charges

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

All course fees are disclosed in the information brochures available for download on our website: [www.tacticaltraining.edu.au](http://www.tacticaltraining.edu.au).

**Note:** Fees may change without prior notice.

Course fees and charges don't 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 parchment (lost, stolen or damaged)

Contact the Customer Care team for information about these fees.

**NOTE: All course fees are required to be paid in full before certification for Qualifications or Statements of Attainments completed can be issued.**

### Cancellation Refund Terms and Conditions

Tactical Training's refund policy sets out the terms and conditions under which clients will be eligible for a refund of fees. A course cancellation must be notified in writing at **least seven (7) days** before program commencement in order to receive a refund. Administration fees of **\$250 apply in all instances** where a refund is requested. Please review our full refund terms and conditions on our website [www.tacticaltraining.edu.au](http://www.tacticaltraining.edu.au) or ask our staff to provide you with a printed full copy.

### Tactical Right to Cancel and or Postpone Accredited Courses, Activities and Short Courses

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.

## Recognition of Certification from Other Registered Training Organisations

Under the *Standards for Registered Training Organisations 2015*, Tactical Training recognises the achievement of competencies as recorded on a qualification or Statement of Attainment issued by another RTO. Only original documents will be accepted.

## Recognition of Prior Learning (RPL)

Tactical Training advises all applicants of RPL opportunities and procedures on enrolment. RPL is available for all subject units. The performance criteria of each competency unit set the RPL benchmarks.

## 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.

As part of the terms and conditions of acceptance to participate in any course delivered by Tactical Training; participants must agree to follow:

- All safety rules, procedures and instructions of trainers/assessors and supervisors
- Smoking is not permitted in any part of any building including toilets and stairwells
- No person is permitted to enter classes if under the influence of drugs or alcohol
- No drugs or alcohol (excluding any required prescribed medications) are to be consumed during any training session.
- No person shall interfere with the learning, enjoyment, comfort or safety of another person.

Non compliance of this policy *may result in the immediate exclusion of the student from further participation in the training course without refund.*

## Disciplinary Procedure

To ensure all participants receive equal opportunities, disciplinary rules apply to all people that attend any of our sessions. Any person(s) whom displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course without entitlement to a refund of fees.

Any person who is asked to leave a session or course has the right of appeal through our appeals process.

## Complaints & Appeals

### Complaints Register

Tactical Training provides appropriate services for learners to have complaints and appeals addressed efficiently and effectively. Tactical Training management will maintain a Complaints Register to document the course of action and resolution of all formal complaints.

### Appeals

The Tactical Training "Appeals Process" is concerned with a candidate's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

Tactical Training's **Complaint Policy** is available for download at: <http://www.tacticaltraining.edu.au/Table/Conditions/>

## Continuous Improvement Process

All complaints substantiated by the complaints 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.

## Flexible Learning and Assessment Procedures

Our training and assessment procedures are flexible and take into account learner needs. We will ensure that:

- All required resources for the delivery of any course are in place and maintained in good working order
- Training and assessment will only be conducted by qualified staff as determined by the National Skills Standards Council or its successors and the relevant vocational competencies at the level of training being delivered or assessed
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.

This means that the training and assessment you receive with us is done in accordance with the VET Quality Framework and any qualifications you achieve with us will be recognised anywhere in Australia.

## Language, Literacy & Numeracy Assessment

All students have the option to be assessed in order to ascertain if their Language, Literacy and Numeracy (LLN) skills are sufficient to successfully undertake the training program. Where extensive support is needed, specialised LLN support may be set up. Literacy or numeracy support, if required, will be at the cost of the participant.

## Provision for Special Needs Clients Reasonable Adjustments

In accordance with the Disability Standards for Education (2005), reasonable adjustments will be made to ensure equity in training and assessment of people with disabilities. Participants of our courses with special needs are required to inform us so appropriate arrangements can be made to assist. Special needs may also include **cultural and religious requirements.**

## Requirement to Sign Your Learner Assessment Guide

As part of your course assessment and recording obligation you will be required to complete your assessment record book by signing and dating the assessment activities you have completed.

## Parchment Requirements

Qualification parchments and Statements of Attainment issued by Tactical Training, registered under the *National Vocational Education and Training Regulator Act 2011*, comply with the requirements for issuance of qualifications and Statements of Attainment under the guidelines prescribed in the current Australian Qualifications Framework Handbook.

## Privacy Notice - Use and Disclosure of Information

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

Read more at: <http://www.tacticaltraining.edu.au/Table/Conditions/>

## 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.

## Working with Persons under 18 years of Age

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

## Copyright Regulations

The copyright on these 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 this training resource. In signing our terms and conditions declaration you are declaring that you have read the copyright notice and 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.

## 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.