



SECURITY & CLOSE PROTECTION OPERATIONS PROGRAMS

STUDENT INFORMATION and Code of Practice

Tactical Training (Australia) Pty Ltd

RT0 2292



**Outstanding Security
Performance Awards
WINNER 2016**

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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 – 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>

And once you have completed training with us, join our Tactical Graduates group on Facebook:

<https://www.facebook.com/groups/tacticalgraduates>

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:

- Assessment of teamwork exercises in Certificate II and III in Security Operations / Certificate III on Close Protection Operations course may be undertaken within walking distance of our facility.

All details will be supplied at prior to exercise commencement.

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; ~~just~~ look for the Tactical Training sign on Glynburn Road.

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

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

COURSE INFORMATION

This *Student Information Booklet* provides information relevant to the Security Operations and Close Protection Operations courses. Course brochures are available online and include a list of all units of competency included for each qualification.

CPP20218 CERTIFICATE II IN SECURITY OPERATIONS

Individuals must complete Certificate II in Security Operations to be eligible to apply for a security licence in South Australia with the following endorsements:

- General Guarding
- Crowd or Venue Control

Attendance requirements: 5-6 days in class.

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

CPP31318 CERTIFICATE III IN SECURITY OPERATIONS

This course is an upskilling opportunity for security operatives who are already licensed and working in the industry who wish to broaden their skills and qualifications.

Pre-requisite: Current security licence.

Attendance requirements: 5 days in class.

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

CERTIFICATE III IN CLOSE PROTECTION OPERATIONS

Recommended for people who would like to apply for the *Bodyguarding* endorsement on their security licence. Can be completed standalone by those who already have a security licence or can be paired with CPP20218 in the Career Package.

Attendance requirements: 5 days in class

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

CAREER PACKAGE

Includes Certificate II in Security Operations and Certificate III in Close Protection Operations covering training requirements for the following security licensing endorsements:

- General Guarding
- Crowd or Venue Control
- Bodyguarding

Attendance requirements: 10-11 days in class

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

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.

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 and Certificate III in Close Protection 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-agent-licence>

Modes of Delivery and Assessment

Your course commences immediately upon enrolment. You will be enrolled into the online learning platform, where you can access the Learner Guides and commence the online Knowledge assessments. You will receive your in class materials including your Learner Assessment Guide (LAG) and Learner Resource (LR) on your first contact day. The number of contact days will depend on the qualification you have chosen.

Your training is a combination of:

- Course [unit] readings and online assessments.
- Pre-scheduled contact days which include skills assessments utilising realistic scenario exercises, simulations, and practical step by step instruction 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 online Learner Guides, these are available for purchase from Customer Care.

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

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

Cancellation of Course Refund Policy

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

- 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.

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, 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 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

Reasonable Adjustment is a legislative term that for Vocational Education and Training, refers to a measure or action taken by an education provider to enable learners with disability to participate in education and training on the same basis as learners without disability.

Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions (and/or awarding grades) cannot be altered in any way. That is, the standards expected must be the same irrespective of the group and/or individual being assessed; otherwise comparability of standards will be compromised.

Reasonable adjustments are those that would not cause unjustifiable hardship on the RTO. For example, if the costs of making adjustments to the premises are such that they would cause hardship to the RTO, it would not be expected that such adjustments are made.

Student Support

At Tactical we understand that the prospect of study can be daunting. Our team is here to support you through your training and may be of assistance in the following areas:

- Support with learning how to navigate and use the online learning system.
- Answering questions about the security licensing process.
- Liaising with your employment service provider.
- Providing a friendly and supportive learning environment for all students.

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, 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 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 Security Licensing and LLN requirements.
- Discuss scenarios and online assessments.
- Discuss photo permission.
- 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.

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.

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

Recognition of Prior Learning

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 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 the level of RPL that may be granted, and costs of any gap training should it be required. A pre-assessment does not provide a conclusive final decision; however, every effort is made to provide you with a strong indication of the expected outcome.

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*.

Disclosure of Safety Information

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

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

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

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.

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.

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 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.

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.

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.

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*.

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 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).

Requests for extension of time

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

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

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

Each case will be considered on an individual basis.

WORK HEALTH & SAFETY

Tactical Training takes steps to provide a safe, healthy, and secure learning environment. Participants have a duty of care not to jeopardise their health or safety or the health and safety of other persons whilst undertaking their studies. Participation is at the 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

The RTO will continue to monitor the circumstances in relation to COVID-19 and will continue to do so for the foreseeable future.

The RTO will follow the advice as supplied through the Government of South Australia, and if necessary, training and assessment will be modified as recommended according to the current circumstances.

Below is an overview of some of the health and safety practices followed at Tactical Training to mitigate risks, protect the safety of our students and staff, ensuring the quality of our training and assessment and looking after your investment:

- Anyone who is unwell and/or displaying respiratory symptoms must not attend the training facility.
- Hand-wash stations and hand sanitiser are available throughout our training centre.
- Regular environmental cleaning is conducted.
- PPE is provided for staff and students to use whenever necessary.

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

Smoking Policy

Tactical Training is a Smoke Free Environment. Please respect our neighbours. Smoking, and the use of vapes or e-cigarettes are prohibited within 4 metres of any entrance to this building and the entrances of any surrounding buildings. Smokers are invited to use the designated smoking area.

ATTENDANCE

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

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

Dress Code

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

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

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

Attendance and Arrival Time

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.

*****Training starts at 9am*** (8:30am for First Aid)**

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 also commence immediately and are allowed up to 12 months to complete your 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.

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.

POST COURSE INFORMATION

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
 - 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

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.

Employment Assistance

Tactical Training graduates are provided with access to our Employment Assistance program. This involves:

- Provision of information about training and employment pathways.
- Access to the Preferred Employer Referral List.
- Inclusion on the Graduate List distributed to TTA Preferred Employers*.

*Students who would like to be included on the Graduate List must sign the relevant consent form which will be provided on the last day of attendance of the Certificate II in Security Operations. This is optional and students who do not wish to have their information passed on to employers are not to sign the form.

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 learner 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 1.1 and 1.2 of the *Standards for Registered Training Organisations 2015* <https://www.asqa.gov.au/rtos/users-guide-standards-rtos-2015>; and that the student will obtain a particular employment outcome as this is outside the control of the RTO.