Allies Security Services

Student Handbook

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CONTENTS

1 CODE OF PRACTICE ........................................................................................................2

2 SCOPE OF REGISTRATION .......................................................................................... 3
  2.1 Induction to Training Programme ............................................................................. 3
  2.2 Morning/Afternoon Tea and Lunch Break Facilities ................................................. 3
  2.3 Training Evaluation ................................................................................................. 4

3 LEGISLATIVE AND REGULATORY REQUIREMENTS ................................................. 4
  3.1 Work Health and Safety and WorkCover NSW ....................................................... 6
  3.2 Anti-Discrimination Act 1977 .................................................................................. 6
  3.3 Equal Employment Opportunity ............................................................................. 6
  3.4 Access and Equity .................................................................................................... 7

4 TRAINING DELIVERY AND ASSESSMENT SERVICES ............................................. 8
  4.1 Trainer Qualifications ............................................................................................. 8
  4.2 Student Recruitment ............................................................................................... 8
  4.3 Delivery of Training ............................................................................................... 9
  4.4 Learner Support Strategies: ................................................................................... 9
  4.5 Conduct of Assessment .......................................................................................... 9
  4.6 Assessment Appeals Procedure .............................................................................12
      Credit transfer ........................................................................................................... 12
      National Recognition ............................................................................................... 12
      Recognition of Current Competency ....................................................................... 12
      Recognition of a Security Licence .......................................................................... 13
  4.7 Issuance of Qualifications .....................................................................................13

5 FEES AND CHARGES .................................................................................................. 14
  5.1 Fees Schedule ........................................................................................................ 14
  5.2 Fees Refund Policy ............................................................................................... 14

6 RECORDS ACCESS AND STUDENT PRIVACY ....................................................... 15

7 FACILITIES AND EQUIPMENT ................................................................................. 15

8 COMPLAINT AND GRIEVANCE PROCEDURES .................................................... 16

9 STUDENT RESPONSIBILITIES/CODE OF BEHAVIOUR ........................................ 18

10 ATTENDANCE REQUIREMENTS ............................................................................... 18
Welcome to Allies Security Services!

Allies Security Services Pty Ltd is a registered training organisation (NTIS Code 91298) with the Australian Skills Quality Authority (ASQA) for the delivery of training and assessment services in Security Training, First Aid, Responsible Service of Alcohol, Responsible Conduct of Gaming and White Card.

Our goal is to exceed clients’ expectations and provide excellent learning experience so that our services will be recommended to others.

We are committed to providing quality training and equip you with all the necessary knowledge, skills and confidence to successfully achieve your objectives and to enter your chosen industry as a highly skilled professional.

Thank you

From the Allies Security Team.
1 Code of Practice

Allies Security Services Pty Ltd provides the highest standard of vocational education and training in Security Licensing Training and First Aid. Our Code of Practice outlines our operational policies and our commitment to our clients.

Allies Security Services:

- Is committed to the continuous improvement of its training delivery and assessment services
- Complies with all State and Territory regulatory and legislative requirements.
- Advertises and markets its training delivery services openly, honestly and with integrity.
- Provides accurate, relevant and up-to-date information to students on licensing issues, fees and charges and training requirements.
- Provides all stakeholders with clear guidelines in relation to refunds, appeal and complaint procedures in the Student Handbook and Staff Handbook and Policy and Procedure Manual.
- Accepts applicants to its courses on the basis of access and equity.
- Recognises qualifications issued by registered training organisations within the Australian Qualifications Framework.
- Provides up-to-date facilities and equipment in a safe and healthy environment.
- Prohibits discrimination in any form towards any group or individual.
- Employs suitably qualified and experienced staff.
- Conducts assessments that are fair, flexible, valid and reliable and based on the principles of competency based training and assessment.
- Provides an assessment appeals procedure and opportunities for re-assessment.
- Provides academic support to students or referral to external agencies for additional learning support.
- Refers students to external expert advice for personal and financial support.
- Encourages feedback and evaluation from its stakeholders.
- Maintains accurate, confidential and secure training and financial records.
- Does not infringe on any privacy legislation and treats all information on students as private and will not release information about you to any third party without your express written permission (unless required to do so by law).
2 Scope of Registration

Allies Security Services Pty Ltd is a Registered Training Organisation with the NSW Australian Skills Quality Authority (ASQA) and has NSW Police Commissioner Approval to conduct training for security licensing purposes.

Our scope of registration includes the following qualifications and Unit of competencies.

- CPP20211 - Certificate II in Security Operations
- CPCCOHS1001A - Work safely in the construction industry
- HLTCPR201A - Perform CPR
- HLTFA301C - Apply first aid
- SITHFAB009A - Provide responsible service of alcohol
- SITHGAM006A - Provide responsible gambling services

2.1 Induction to Training Programme

Before you commence your training you will be provided with this handbook that will provide you with information about:

- Requirements to receive a qualification
- Award issued on successful completion of the course
- How your skills, knowledge and attitudes will be assessed
- Recognition of prior learning or recognition of current competency
- How you can appeal if you don’t agree with your assessment outcome
- How you can complain if you are not satisfied with any part of the course
- Where you can get extra help with your learning
- Course timetable
- Course content
- Emergency evacuation procedures
- Your obligations as a student at Allies Security Services Pty Ltd

2.2 Morning/Afternoon Tea and Lunch Break Facilities

A lunch and morning tea room and facilities are available for you to use during breaks. Please keep this room clean and tidy. There is a kettle, refrigerator and microwave available for heating and storing lunches, and a Male and Female toilet located opposite the kitchen area.
2.3 Training Evaluation

As part of our continuous improvement procedures you will be asked to complete a Course Evaluation survey and a Learner Questionnaire. This is your opportunity to provide us with feedback on the course, the trainers and assessors, the course administration, the training facilities, the training activities, resources and materials and the assessment procedures. Your comments enable us to make sure that your expectations are being met and to improve our services.

3 Legislative and Regulatory Requirements

Allies Security Services Pty Ltd is bound by and operates within the following legislative and regulatory requirements:

This legislation is continually being updated and, the CEO is responsible for ensuring all staff are made aware of any changes to current legislation.

Current legislation is available online at www.austlii.edu.au and www.legislation.nsw.gov.au

Current legislation that effects our operations includes but is not limited to the legislation listed below:

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training (Consequential Amendments) Act 2011
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
State Based Legislation

- NSW Anti-discrimination Act (1977)
- NSW Liquor Act 2007
- Inclosed Lands Protection Act 1901, and Regulation 2008
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- WorkCover Legislation Amendment Act (1996 No. 120)
- Dangerous Goods (General) Regulation 1999
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
3.1 Work Health and Safety and WorkCover NSW

Allies Security Services Pty Ltd guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.

Your trainer will talk to you about emergency evacuation procedures during the first lesson. In an emergency situation you are to make your way quickly and calmly to the nearest exit and meet your trainer and other students on the corner of Fitzroy and Saywell Streets, and to keep well clear of the building for a roll call check.

No Smoking is allowed in any area of the school. If you wish to smoke you must leave the premises.

There are also fire extinguishers clearly marked throughout the building in the case of an emergency.

A First Aid Kit is located in the kitchen area.

You are responsible for:

• Always conducting yourself in a safe and healthy manner.
• Ensuring the prevention of injury and disease to yourself, your trainers and your fellow students.
• Identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment.
• Refraining from smoking
• Refraining from drinking and/or eating in the workrooms.

3.2 Anti-Discrimination Act 1977

Allies Security Services Pty Ltd is committed to providing a fair and equitable school for its students and visitors. Any discrimination, harassment or bullying of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

You are responsible for:

Ensure non-discriminatory, harassing or bullying behaviour at all times to other students, staff or visitors to the school.

Reporting any discriminatory behaviour, harassment or bullying to your Trainer, and/or Managing Director.

3.3 Equal Employment Opportunity

Staff recruitment procedures at Allies Security Services Pty Ltd are in line with the principles of EEO.

Allies Security Services Pty Ltd is committed to its staff remaining up-to-date with current trends in the First Aid and Security fields and in training and assessment. Staff
members are encouraged to identify their training needs and to negotiate arrangements for addressing these needs.

3.4 Access and Equity

Allies Security Services Pty Ltd provides equal access to training and delivery services for local students. Where possible, we conduct flexible training to meet specific needs of individual students.

Allies Security Services Pty Ltd is located on the first floor and there is no wheelchair access.

The student enrolment form requires students to self-assess their English language capabilities and to indicate any special needs for the course. All students enrolled in the Certificate II in Security Operations will be required to complete a Language and Literacy test prior to enrolling in the course. In cases where trainees fail the language and literacy test, they will be referred to the appropriate training centre for assistance (see below for further details).

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies such as TAFE NSW and the Adult Migrant Education Service. In extreme cases or cases of dyslexia or similar learning difficulties where no reasonable adjustment can be made we may be required to source alternative arrangements such as www.cellfield.com.au or DORE achievement centres.

Where students have a physical disability that would prevent them being able to adequately undertake a security job role covered under our scope of registration they can be referred to an appropriate RTO that delivers the 1E licence qualifications. This licence class is suitable for candidates in wheelchairs but requires normal arm movement.

Recruitment to Allies Security Services Pty Ltd is carried out in an ethical manner in accordance with Access and Equity principles

Your trainers will:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assist all students to achieve course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies
4 Training Delivery and Assessment Services

4.1 Trainer Qualifications

Allies Security Services Pty Ltd Services trainers have the relevant qualifications required by the Australian Skills Quality Authority. These include:

- Skills, knowledge and experience in First Aid and in the Security Industry
- Qualifications in training and assessment such as TAE4011 or TAA 40104
- Vast experience in the Industry.

4.2 Student Recruitment

Recruitment to Allies Security Services Pty Ltd is carried out in an ethical manner in accordance with Access and Equity principles. All enquiries for participation are provided with Allies Security Services Pty Ltd Information Pack. Access to courses is open to all applicants. All applicants for the Certificate II in Security Operations must complete the aforementioned Language and Literacy test prior to enrolment, and also sign the P1016 Statutory Declaration regarding your Criminal History.

All students must pay a course deposit in order to secure their place in any given course.

Enrolment Procedure:

- Student contacts school by telephone, fax, email, in person or online.
- Student is sent the information which includes a course overview and the student handbook which details information on the RTO, fee structure and refund policy and training and assessment services.
- We follow up with a phone call to student to identify needs and arrange interview.
- Student attends interview and completes P1016 Form and Course Enrolment form, Language and Literacy test, and copy of their ID.
- On receipt of deposit student is issued receipt.
- Student is given an identification number and a database record is established.
- Prior to course, student confirmation sent either via text message or post.

Allies Security Services Pty Ltd will:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assisting all students to achieve course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies
4.3 Delivery of Training

Allies Security Services Pty Ltd is a Registered Training Organisation and also approved by SLED to conduct security Training in NSW. We offer the following course for the Security Industry:

- CPP20211 Certificate II in Security Operations
- CPP30411 Certificate III in Security Operations
- For other courses on RTO’s scope of registration please refer to the relevant course brochures on Allies security website www.alliessecurity.edu.au, or call us on 02-95577466 for information.

4.4 Learner Support Strategies:

The learning support strategies used by trainers at Allies Security Services Pty Ltd include:

- Pre-teaching technical terminology.
- Demonstrating procedures.
- Providing opportunities for ‘hands-on’ experience and practice.
- Ensuring individual support and advice to students.
- Encouraging students to work at their own pace.
- Providing written learning material and illustrations to reinforce the learning.
- The use of Audio-Visual tools including training videos and multimedia presentations.

4.5 Conduct of Assessment

Assessment is conducted in accordance with the National Assessment Principles which underpin the VET Quality Framework and with the guidelines set down by the NSW Security Licensing Enforcement Directorate.

Assessment is competency based against the standards outlined in the units of competency. It includes:

- assessment to determine your training needs
- assessment during the training to judge how you are progressing
- assessment of performance at end of the units of training
- recognition of prior learning or recognition of current competency

All students will be given ample notice prior to any assessments taking place so that you are able to adequately prepare yourself for each assessment task. At the beginning of each course, you will undergo a comprehensive induction to the course, which includes a thorough explanation and discussion of the assessment-plan in place for your course. If at any time you are unsure of the time, date, location or type of assessment, please discuss this with your trainer/assessor.

All students will be required to sign-off on their Assessment Plan so that your Trainer/Assessor knows you have read and understood, and are prepared for the assessments which have been scheduled.
We encourage you to check the development of your skills and knowledge and indicate to your trainer when you are ready for assessment. The outcomes of assessment are Competent or Not Yet Competent.

If you are assessed as Not Yet Competent you can request a re-assessment, or if you do not agree with the determination, you can appeal the decision (see ‘Assessment Appeals’ below).

During the course your individual assessment records are maintained by your trainer in hard and soft copy.

**Certificate II in Security Operations CPP20211):**

The new requirements for security licensing includes a ‘pre-licensing course’ which is structured to provide new entrants with the basic legal and operational knowledge to start working in manpower (Class 1) sectors of the security industry. All new entrants to the industry must attend and successfully achieve the requirements of the pre-licensing course to qualify for a Provisional Licence and to start work. This course is mandatory for all new entrants to the industry.

The **Pre-licensing courses** offered by Allies Security Services Pty Ltd are:

1A, 1C and 1G – 80 hours classroom attendance is required

**NSW Security Licence Class 1 A – Static or Mobile Patrol Guard** authorises the licensee to work as a patrol guard, to watch or protect property including the guarding of cash in transit.

**NSW Security Licence Class 1C – Crowd Controller** authorises the licensee to work as a crowd controller on licensed premises (formerly known as a bouncer).

**NSW Security Licence Class 1G – Retail Loss Prevention Officer** authorises the licensee to work as a Loss Prevention Officer.

Upon successful completion of the the courses, you will receive the nationally recognised Statement of Attainment (SOA) in Certificate II in Security Operations CPP20211.

Upon receiving your Provisional Security License you will have approximately 12 months to obtain Certificate II in security operations. To obtain the full qualifications you are required to have 2 workplace assessments, 2 months apart. Upon the completion of 2 successful workplace assessments you will be granted a Certificate II in Security Operations which you have to forward to the Security Licensing & Enforcement Directorate (SLED) NSW Police to obtain an unrestricted security license.
The workplace assessment involve you and the assessor determining an assessment plan and agreeing on the types of evidence you will collect to assist the assessor to determine your level of competency in your particular job role and workplace.

Workplace Assessments will assess things like:

- Measurement of services you deliver
- Observation of processes you carry out
- Measurement of your knowledge and understanding
- Observation of the attitudes you demonstrate
- Ability to resolve conflict

Assessment methods may require you to demonstrate skills such as:

- Providing security services
- Answering written and/or oral questions
- Participating in group discussions
- Developing a portfolio of evidence related to your work and job role
- Making oral presentations to an assessor

Assessment for these courses is over a 12-month period and may include knowledge tests regarding work place activities.
4.6 Assessment Appeals Procedure

Any complaint about any assessment outcome or decision will be treated seriously, investigated thoroughly, and dealt with in a timely fashion. The Managing Director reviews the circumstances and results of any appeal. The following procedures are in place for lodgement of appeals:

- The Student completes the appeals form (Form 022) and forwards it to the Managing Director or the Trainer/Assessor within 21 days of the assessment. This form can be obtained from our main reception area, or upon request from any Allies Security Services Pty Ltd Staff Member.

- An Assessor will contact the student and negotiate a time for re-assessment or resolution of appeal and where necessary seek arbitration by a third party or panel acceptable to all parties. The student can request an alternative assessor.

- If the appeal is still unresolved, the student will be advised of external organisations, in particular ASQA as your main point of contact for all complaints (see complaints section).

- Assessor and/or Managing Director will provide the student with a written statement of outcome or decision of the appeal and the reason for the decision within a further 21 days.

Recognition of Prior Learning (RPL)/ Recognition of Current Competency (RCC)

RPL is an assessment process that assesses your non-formal and informal learning to determine the extent to which you have achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a qualification;

Credit transfer is an assessment process that assesses a qualification or other formal training outcome and determines the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on any formal learning that you have undertaken.

National Recognition: Under the NVR Standards for Registered Training Organisations, every RTO must recognise and accept Statements of Attainment and qualifications issued by another RTO. In assessment for licensing purposes in NSW candidates seeking recognition or credit transfer of qualifications gained from other States must ensure that the original RTO has been approved by the NSW Security Industry Registry to deliver NSW licensing qualifications.

Recognition of Current Competency refers to the acknowledgment of skills and knowledge held as a result of current or continuing work experience and life experiences.” If you can provide sufficient evidence to demonstrate competence to the standard required by industry and the licensing authorities you are able to apply for recognition of your competencies regardless of how those competencies
were acquired. The processes required to recognise current competence are the same as those used to recognise prior learning.

**Recognition of a Security Licence** - If you already hold a current licence that was granted in another State or overseas you must apply directly to the NSW Security Industry Registry for recognition of your licence.

If you believe you already have the skills and knowledge required to demonstrate competency you can apply for Recognition of Prior Learning or Recognition of Current Competence. It does not matter whether you acquired your skills and knowledge through formal learning, work experience and/or life experiences.

To apply for RPL/RCC you will need to obtain the RPL kit and:

- Read the units of competency and talk to your Trainer to clarify any issues or if you require further information.
- Collect and complete the Request for Recognition of Prior Learning form from the office.
- Check your skills and knowledge for each unit of competency.
- Collect your evidence to show your competence. Your evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (your own work).
- List the types of evidence you have for each unit of competency.
- Present your evidence and the list of evidence to the General Manager for assessment.
- For the Security course, an Allies Security service is following Guidelines provided by SLED for transition courses.

### 4.7 Issuance of Qualifications

On successful completion of your course of study you will be issued with a Statement of Attainment or Certificate outlining your qualification details within 7 days. You will also receive a list of the Units of Competency undertaken in the Statement of Attainment or Certificate received. This is referred to as your ‘Academic Transcript’.

You can personally collect your certificate/s at our main reception area or we can post your documentation to you. If at any stage in the future you require a copy of your qualifications you can write to us and request a copy. A postage and handling fee may apply.

Please keep your original qualifications safely stored. There will be a $30.00 plus GST (Security), or $15.00 plus GST (all other) administration charge for the reprinting of certificates or statements of attainment issued by our RTO.
5 Fees and Charges

5.1 Fees Schedule

Students may enrol in day or evening classes. Allies Security Services Pty Ltd has a payment plan for the payment of fees which can be paid by cash, cheque or credit card. If you require time to pay for your course and would like to set up a payment plan please let us know at the time of your interview.

A deposit may be required and is dependent on the course you apply for but the payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are kept on our main database and copies of receipts can be issued on request.

Financial Safeguards for fees paid in advance

The RTO guarantees the security of any payments made in advance by or on behalf of potential students. All students will be issued a receipt and the RTO guarantees that no fees will be used for any purpose other than those for which they are intended and fees paid in advance will not be transferred to the RTO’s main account until course and participant commencement. The refund policy will be adhered to in all cases. In the case of financial failure the RTO will subcontract the remaining requirements of any training or assessment or program to another approved RTO at no additional cost to the student.

5.2 Fees Refund Policy

We will issues refunds when:

- A course has been cancelled by us
- Student gives us minimum 2 days notice prior to commencement of course
- Student unable to attend due to extended hospitalisation / illness, and/or pregnancy / childbirth

We do not issue refunds under the following circumstances:

- Change in students work hours
- Inconvenience of travel to class
- Moving interstate
- Job change or retrenchment
- Students who leave before finishing course / module

After course commencement students who voluntarily discontinue will NOT be entitled to have their fees refunded.

In exceptional circumstances (such as severe illness, or family emergency/death), Allies Security Services will issue a partial refund to trainees who have already commenced the course, retaining an administration fee of at least $125, and possibly more if a significant part of the course has been undertaken by the trainee.
All trainees wishing to get a Refund must apply in writing, preferably by using the Refund Request Form (Form 007), available from our Admin Staff upon request.

Every effort will be made to negotiate the transfer of training in the event of a student’s prolonged illness or personal hardship. However, no consideration can be given to extended absences for any other reason.

6 Records Access and Student Privacy

Allies Security Services Pty Ltd abides by the National Privacy Principles. Your information will not be disclosed to anyone outside the school without your consent. Your records are confidential and are not available to any third party without your written consent.

You may also request a copy of your files. Your request must be in writing, using Form 040 (which you can obtain from admin staff) and depending on the documentation you require a fee may apply. You can contact our office during business hours to make enquiries in regard to your records and obtain details of any fees for copies of documentation.

Records of attendance, assessment outcomes and qualifications issued are kept in secure storage for 30 years so providing you a copy may take up to 21 days.

7 Facilities and Equipment

Allies Security Services Pty Ltd is maintained as a training venue suitable for training and assessing the theoretical and practical components of the courses offered by us. Facilities and equipment are inspected regularly and maintained in good working condition to ensure effective and efficient operation.

Students have access to necessary instructional and assessment facilities, materials and equipment. Training facilities include:

- Suitable study chair and table sets
- VCR
- Data projector attached to Laptop
- Whiteboard
- First Aid equipment
- Routine Security Equipment such as Two-way Radios, Alarm Panels, Scanners and documentation
- Adequate acoustics, ventilation and lighting
- Amenities for coffee and lunch breaks
- Toilet facilities
• Accessible references and resources

• You are responsible for:

• Identifying and reporting to your trainer any possible hazards from equipment, facilities or the general training environment.

• Refraining from smoking anywhere in the building

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**8 Complaint and Grievance Procedures**

**8.1 Complaints and Grievance Overview:**

We welcome your feedback and suggestions on our services. We encourage you to please forward your complaints in writing, preferably with the use of the Trainee Complaints/Grievance Form (Form 117).

We endeavour to respond to your suggestions and/or complaints promptly and with courtesy. The RTO has in place procedures for dealing with customer complaints, grievances and appeals in a constructive and timely manner.

THE RTO procedures ensure that:

- Each complaint grievance or appeal and outcome is documented in writing.
- An independent person/panel hears each appeal in cases where the appeal cannot be resolved internally.
- All clients have the opportunity to formally present any appeal case and are given a written statement of the appeal outcomes, including reasons for the decision.
- If complaints cannot be dealt with through the RTO, trainees are encouraged to contact ASQA as the central point of contact.

In the event that a student has a complaint concerning any matter in relation to the training or assessment they may:

- Speak directly with the person concerned or the Training Manager.
- If complaint is unresolved the complainant will be given the opportunity to speak with the Managing Director.
- Outcomes will be presented in writing within 7 days of determination.
- If the complainant is still not satisfied they will be directed to relevant tribunal or Government department.

Matters of complaint will be dealt with directly by The Managing Director who will formally view any written complaint within 7 days of receipt. A response in writing, and/or in person, will be forwarded to the complainant within a further 7 days notifying of result and/or any further action.
8.2 Making a Complaint about the RTO with ASQA and other agencies

Students who are not satisfied with the quality of training and assessment provided by their RTO should:

1. Lodge their complaint directly with the RTO in the first instance by following the RTO’s complaints and appeals procedure.

Lodging a complaint with the RTO

In many cases, complaints can be resolved between a student and the RTO without the involvement of ASQA or another government agency. Before enrolling, each student must be told by the RTO about the training, assessment and support services to be provided, and about their rights and obligations.

In general, if a student has a complaint about an RTO, they should inform the RTO of their complaint in writing and try to resolve it with the RTO. Before ASQA will investigate, we expect the complainant to do this.

Exceptions to this are when the student is concerned about possible criminal activity or about circumstances that endanger the welfare of students or staff. In these cases, complaining directly to ASQA is appropriate.

Taking the complaint to ASQA

Before lodging a complaint, students should consider the following questions. RTOs that receive a complaint from a student can also refer to this checklist to ensure that they have done their best to resolve the complaint.

1. Have you discussed this matter with the RTO?
2. Has the RTO responded to your complaint?
3. Have you written to the RTO providing details of your complaint?
4. Has the RTO responded in writing?
5. Have you obtained a copy of the RTO’s complaints procedure?
6. Have you followed that procedure?
7. Has the RTO provided you in writing with the reasons for its decision?
8. Have you been advised by the RTO that you may appeal against its decision and advised you of the independent person (or panel) to whom you can appeal?
9. Have you appealed against the RTO’s decision?
10. Have you been provided with the outcome of that appeal in writing?

If these steps have all been taken, or if special circumstances apply, ASQA will then investigate the complaint.

If you RTO is unable to resolve to your expectation you can lodge complaints with ASQA team on 1300 701 801 or email complaintsteam@asqa.gov.au
9 Student Responsibilities/Code of Behaviour

While you remain a student at Allies Security Services Pty Ltd it is your responsibility to:

- To conduct yourself in a safe and healthy manner.
- To behave in a manner that prevents injury and disease to you, your trainer and fellow students.
- To identify and report to your trainer any possible hazards from equipment, facilities and the environment.
- To comply with and assist in the RTO’s emergency procedures.
- To refrain from smoking anywhere in the school building.
- To refrain from drinking and/or eating in the Classroom.
- To attend class regularly and punctually.
- To comply with the Assessment Information.
- To discuss any complaints or grievances with your trainer or General Manager.
- To ensure no discriminatory, harassing or bullying behaviour at all times to other students, staff or visitors to the school.
- To report any discriminatory behaviour, harassment or bullying to your trainer, workplace supervisor or General Manager.
- To refrain from unacceptable behaviour including the use of bad language, alcohol and drugs.
- To refrain from the use of devices that may disrupt classes such as mobile phones and pagers.
- Failure to adhere to these requirements may result in the termination of your training.

10 Attendance Requirements

In order to successfully complete any of Allies Security Services courses, 100% attendance is required.

We do understand that people have personal crisis and illness strike unexpectedly, and in these cases we can re-schedule your training for you, given that appropriate evidence is provided (either a medical or death certificate). Please contact staff as soon as possible to inform us of any unavoidable absence, and to discuss your make-up session.

Except for these exceptional circumstances, no lateness or absence from our courses will be tolerated. If you are late or absent but cannot provide the appropriate documentation, you will be given the opportunity to make up the missed training at a time to be determined in conjunction with the course organizers and trainer/assessors, at your expense.