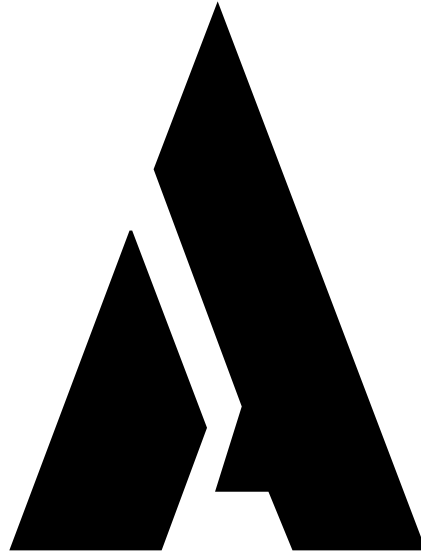


Allies Security Services



Student Handbook

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NTIS Code: 91298

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Welcome to Allies Security Services Pty Ltd

Allies Security Services Pty Ltd is a registered training organisation (NTIS Code 91298) with the NSW Australian Skills Quality Authority (ASQA) for the delivery of training and assessment services in Security Training.

Our goal is to exceed students' 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 Team.

1 Code of Practice

Allies Security Services Pty Ltd Code of Practice

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

Allies Security Services Pty Ltd:

- 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.
- 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 qualified and experienced staff in all areas.
- 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. Re-assessment fees apply.
- Provides academic support to students or referral to external agencies for additional learning support.
- Encourages feedback and evaluation from all stakeholders.
- Maintains accurate, confidential and secure training and financial records.
- Does not infringe on any privacy legislation, treats all information on students as private and will not release information about students 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).

Our scope of registration includes the following qualifications and Units of competency.

- CPP20212 - Certificate II in Security Operations
- CPP30411 - Certificate III in Security Operations
- CPCCWHS1001 – Prepare to work safely in the construction industry
- HLTAID003 – Provide first aid
- HLTAID001- Provide cardiopulmonary resuscitation
- SITHFAB002 - Provide responsible service of alcohol
- SITHGAM001 - Provide responsible gambling services

2.1 Induction to Training Program

Before you commence your training you will be provided with this handbook if you do not have access to Internet device as this booklet can be accessed from Allies security services website.

- Course previous Pre - requires language literacy requirement
- Outcome of the course that you enrolled in for example ordination recognised qualifications or statement of attainment that would you receive .
- How your skills, knowledge and attitudes will be assessed.
- Recognition of prior learning or recognition of current competency provided.
- Appeals process 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 on line with your learning needs.
- 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.

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:

- The Work Health and Safety Act 2011
- Anti-Discrimination Act 1977, and Regulation 2009
- Privacy and Personal Information Protection Act 1998
- Fair Trading Act 1987
- National Vocational Education and Training Regulator Act 2015
- Inclosed Lands Protection Act 1901, and Regulation 2008
- Industrial Relations Act 1996
- NSW Liquor Act 2007
- Racial Discrimination Act 1975 and Racial Hatred Act 1995
- Data Provision Requirements 2012

3.1 Work Health and Safety and Safework 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.

You will be provided with an induction at all premises you are trained in, and at the beginning of the class your trainer will talk to you about emergency evacuation procedures. In an emergency situation you are to make your way quickly and calmly to the nearest exit and meet your trainer and other students at the meeting point for that location, for a roll call check.

No Smoking is allowed in any area of the RTO. 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.

You are responsible for:

- 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 eating in the workrooms.

3.2 Anti-Discrimination Act 1977

Allies Security Services Pty Ltd is committed to providing a fair and equitable organisation 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:

- Ensuring non-discriminatory, harassing or bullying behaviour at all times to other students, staff or visitors to the organisation.
- 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 at 34c Fitzroy Street.

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 students 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 trainers have the relevant qualifications required by the Australian National Training Authority. These include:

- Skills, knowledge and experience in First Aid.
- Current qualifications in training and assessment.
- Valid and current experience in the relevant 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.
- Trainees are providing information for the course duration as well as language literacy and numeracy requirements
- location of the facility
- provide information regarding USI requirements
- All enquiries for participation are provided with Allies Security Services Pty Ltd Information listed on Allies security services website.
- Access to courses is open to all applicants.

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

Enrolment Procedure:

- Student contacts RTO by telephone, email, in person or online.
- Student is sent the course brochure which includes a course overview, course pre-requisites.
- On receipt of deposit or full payment student is issued receipt.
- Prior to course, student confirmation sent via text message or email.

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

RSA and RCG courses:

We are approved by Liquor and Gaming NSW to run RSA/RCG courses.

4.4 Learner Support Strategies:

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

- 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.

4.5 Conduct of Assessment

Assessment is conducted in accordance with the National Assessment Principles which underpin the VET Quality Framework.

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).

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 7 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.

4.7 Re assessment fees for all courses;

- A re-enrolment fee applies for re-training and re-assessment.

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 Australian Quality Training Framework 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.

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 courses, Allies Security services are following Guidelines provided by SLED which do not authorise us to offer RPL.

4.8 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.

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 \$40.00 administration charge for the reprinting of certificates or statements of attainment issued by our RTO.

If you require a reprint within 24 hours: Please contact our staff to make arrangements.

5 Fees and Charges

5.1 Fees Schedule

Allies Security Services Pty Ltd has a payment plan for the payment of fees which can be paid by cash, bank transfer, 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 enrolment.

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 data base and copies of receipts can be issued on request.

5.2 Fees Refund Policy

We will issues 100% refunds when:

- A course has been cancelled by us

- Student gives us seven (7) days or more written notice prior to commencement of course

Course fees will not be refunded:

- Where students have already commenced the course.

All students 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.

Student can transfer their enrolment to another identical course, within a three (3) month period for an administration fee of \$ 195.00.

Records of refunds are kept and recorded on the Refund Log.

6 Records Access and Student Privacy

Allies Security Services Pty Ltd abides by the National Privacy Principles and the Data Provision Requirements 2012. Your information will not be disclosed to anyone outside the organisation without your consent. Your records are confidential and are not available to any third party without your written consent.

Under the *Data Provision Requirements 2012*, we are required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information may be used or disclosed for statistical, regulatory and research purposes. We may disclose your personal information for these purposes to third parties, including school, employer, commonwealth and state/territory government departments and authorised agencies, NCVER, organisations conducting student surveys and researchers. Personal information disclosed to NCVER may be used or disclosed for: issuing statements of attainment or qualifications and populating VET transcripts, facilitating statistics and research, understanding and administering VET.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988 (Cth)*, the *VET Data Policy* and all NCVER policies/protocols.

If you require a copy of your qualification please see above **section 4.8**.

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
- 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

8 Complaint and Grievance Procedures

8.1 Complaints, Grievance Appeals Overview;

Complaints Procedure

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

- Speak directly with the person concerned or a supervisor or manager.
- If complaint is unresolved the complainant can discuss the matter with the Managing Director.
- Complaints can be lodged on our compliant form, [form 17](#)
- If the Managing Director is unable to resolve the matter, an independent person or panel, such as Intermediate (www.intermediate.com.au) or Leadr (www.leadr.com.au) will be engaged to assist in the dispute resolution. Costs for the external mediation will be accepted by the losing party.

Matters of complaint will be dealt with directly by The Managing Director who will formally view any written complaint within 21 days of receipt.

A response in writing will be forwarded to the complainant notifying of result and/or any further action.

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 7 days of the assessment. This form can be obtained from our main reception area and there is a copy of the form in the student handbook.
- An Assessor will contact the student and negotiate a time for re-assessment. The student can request an alternative assessor; alternatively the student can choose to appeal the decision.
- The 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.
- If the appeal is still unresolved, the student will be advised of external organisations, such as Intermediate (www.intermediate.com.au) or Leadr (www.leadr.com.au) who will be engaged to resolve the issue. The costs for the resolution will be paid by the losing party.

9 Student Responsibilities/Code of Behaviour

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

- To refrain from smoking anywhere in, around **FRONT** the RTO building;
- Not to cause any disturbance in the classroom by having non course-related conversations;
- Not to use **any feature of a mobile phone** including sending text messages in class.
- To refrain from drinking and/or eating in the classroom;
- To Follow Trainer/Assessor Instruction at all times including **self study in the classroom**;
- Not to **copy** someone else's work or **cheat** during the assessment program;
- To keep the Kitchen area clean and tidy at all times;

- To ensure no discriminatory, harassing or bullying behaviour at all times to other students, staff or visitors to the organisation; any complaints or grievances discuss with your trainer.
- To refrain from unacceptable behaviour including the use of bad language, alcohol and drugs;
- To attend all training sessions on time as per course timetable. 100% attendance is compulsory. You are required to attend any session you have missed if the course programme can facilitate it, to ensure completion of the course.

Failure to adhere to these requirements may result in the termination of your training and dismissal of the course. .

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 (exceeding 30 minutes) or absence will be accepted. It is your responsibility as a student to notify staff if you are to be late for the course commencement time. If you are late or absent and 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 trainer/assessors, at your expense.