



First Aid ~ R.S.A ~ Security Training ~ Pre-Training Taxi Training

Provider No: 22274

STUDENT INFORMATION HANDBOOK



Mission Statement

Technical Advanced Training (TAT) mission is to meet community needs for a demanding job role with confidence, professionalism, motivation and meaningful to the workplace.

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An important message from Technical Advanced Training's

Program Director, Mr Aydin Tat

Firstly, I would like to thank you for selecting Technical Advanced Training (T.A.T) as your preferred industry training provider. Our team would like to welcome you to our training centre and you will enjoy working in industries and what we believe, is the most exciting and rewarding industries in Australia.

Your attitude and behavior whilst training with T.A.T will be under constant observation from all staff, class mates, potential employers, Victoria Police and Taxi Services Commission. All reports will have a direct result on your final assessment.

Our goal is to prepare you for employment within the security and taxi industry. You will gain the underpinning knowledge and have a good understanding of both theory and practical requirements that are essential to work as a qualified security officer or taxi driver.

It is important that you treat your time at T.A.T as the same as being in the workplace. This will require you to be disciplined in the way you present yourself, your attitude to learning and in the manner in which you relate to our staff.

We consider this to be so important that any breaches of behavior will not be tolerated; any incident involving the above will be fully investigated. A serious breach may lead to your dismissal from the course and a detailed report being forwarded directly to either Victoria Police (Licensing and Regulation Division) or Taxi Services Commission.

Once again, welcome to T.A.T. If we can be of any further assistance please contact our training centre on (03) 9309 0059 or email to info@advancetraining.com.au.

Kindest Regards



Aydin Tat
Program Director
Technical Advanced Training

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Student Information Handbook

This student information handbook contains general information regarding conditions of enrolment and rules, which are designed to ensure everyone on the course is given their best opportunity to achieve success.







If there is anything in this handbook, which you do not understand or anything you wish to have clarified, please feel free to speak to any member of our friendly staff.

Scope of Registration

Technical Advanced Training is a Nationally Registered Training Organisation with the following Scope of Registration:

National Provider Number: 22274

AQF Qualifications
(Nationally Recognised Training)

-  CPP20212 Certificate II in Security Operations
-  CPP30411 Certificate III in Security Operations
-  TLI21210 Certificate II in Driving Operations (Taxi Units)
-  BSBSMB405B Monitor and manage small business operations
-  HLTAID001 Provide Cardiopulmonary Resuscitation
-  HLTAID003 Provide first aid

Code of Practice

Technical Advanced Training regulates its activity through a “Code of Practice”. This Code is available on display at reception or website for students to read if desired.

Enrolment & Orientation

Enrolment consists of a Student Enrolment Form being filled out, signed and returned to Technical Advanced Training along with payment. Enrolment is finalised upon receipt of payment to Technical Advanced Training. Confirmation of enrolment will be received along with the course specific learning material.

All students will be introduced to Technical Advanced Training when they receive their workbook. All relevant information will be available for students to read and refer to as required:

1. To undertake an assessment of language, literacy and numeracy skills
2. To seek numeracy and literacy skills training (if required)

Technical Advanced Training provides an opportunity for any person regardless of race, gender, or cultural background to attend and undertake the training courses. Persons with disabilities are also encouraged to attend and undertake the training as long as it does not place the student at risk of injury and the student believes they have the ability to obtain the skills required.

Course Information

As a registered training organization, T.A.T delivers the following qualifications, which are centred around and compliment the following:

- CPP20212 Certificate II in Security Operations
- CPP30411 Certificate III in Security Operations
- TLI21210 Certificate II in Driving Operations (Taxi Units)
- BSBSMB405B Monitor and manage small business operations
- HLTAID001 Provide Cardiopulmonary Resuscitation
- HLTAID003 Provide first aid
- Responsible Serving of Alcohol (issued by VCGLR)

Nationally accredited courses

The above nationally accredited courses, HLTAID001 and HLTAID003 is delivered and assessed in line with the HLT07 Health Training Package, CPP20212 and CPP30411 is delivered and assessed in line with the CPP07 Property Services Training Package, TLI21210 is delivered and assessed in line with the TLI10 Transport and Logistics Training Package and the BSBSMB405B is delivered and assessed in line with the BSB07 Business Services Training Package.

The Responsible Serving of Alcohol (RSA) is not a nationally accredited course. This course is only recognized in the state of Victoria. Technical Advanced Training is accredited and approved by the Victorian Commission for Gambling and Liquor Regulation which is the independent statutory authority that administers Victoria's gambling and liquor laws. Hence, the RSA course is delivered and assessed in line with the VCGLR.

Course dates and duration

Refer to our website, www.advancetraining.com.au listing a full year of course dates. However, all courses conducted throughout the year depend on the demand and availability of course instructors.

CPP20212 day classes start at 8:30am and finish at 4:30pm, duration 17 working days.
CPP20212 evening classes start at 6.00pm and finish at 10.00pm, duration 32 nights.

CPP30411 day classes start at 8:30am and finish at 4:30pm, duration 8 working days.
CPP30411 evening classes start at 6.00pm and finish at 10.00pm, duration 16 nights.

Taxi Course day classes start at 09:00am and finish at 5:00pm, duration 12 days.
Taxi Course night classes start at 5:30pm and finish at 10.00pm, duration 18 nights.

Location of Course

Technical Advanced Training
Suite 15, 11 – 17
Pearcedale Parade
BROADMEADOWS VIC 3047

TEL: (03) 9309 0059
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www.advancetraining.com.au
info@advancetraining.com.au

Course Aims and Objectives

The course will be designed to provide training for those wishing to gain employment in the security, taxi industry or public health and safety. It will assist students in undertaking routine duties and to follow established practices in the workplace in a professional and safe manner.

It will also develop skills in collecting, analyzing and organizing information, planning and organizing activities and working with others.

Assessment Methods

Technical Advanced Training conducts various methods in the assessment process to gather information to build the evidence pack for the student. This gives the best opportunity for the student to show their understanding of the training conducted. The methods are as follows;

<i>Multiple Choice:</i>	A question or incomplete statement followed by several options from which the participant selects the best answer or answers.
<i>Written Short Answers:</i>	A written response item consisting of questions with answers of a single word, a few words, a sentence or a paragraph that the participant must complete.
<i>Role Play:</i>	Participants are presented with the opportunity to display behavioural and interpersonal skills in a simulated exercise in the classroom environment. The role-plays are open ended and are reviewed in a group de-brief.
<i>Assignments:</i>	An Assessment instrument that is based on a problem solving exercise or mini project relating to the subjects covered in the classroom environment. The assignment has strict guidelines and a specific length. The assignment is reviewed by both the individual and as a group.
<i>Group Discussions:</i>	Active participation in a group discussion regarding role specific topics is encouraged.
<i>Oral Questioning:</i>	Responses are requested to a number of oral questions presented in order for the participant to demonstrate understanding of the principles or explain reasoning behind the action taken.
<i>Practical Demonstration:</i>	The completion of a specific task or procedure, performed under close supervision.
<i>Conditions of Assessment:</i>	Assessments will take place without assistance and without access to the students' reference material. The assessment will take place in an environment that is either a real workplace or which simulates, where possible, a real workplace. Participants will be given appropriate documentation and access to required equipment and or materials.

Language, Literacy and Numeracy

All students enrolling into a nationally accredited course must sit for a language, literacy and numeracy assessment. If a student does not meet the desired level of language, literacy and numeracy then the trainer will work with the student trying to achieve the level required. If the level required is not met then student will be referred to an institution that deals with LLN training.

Facilities & Equipment

The training facilities at Technical Advanced Training include Digital LCD projectors / Large Viewing Screens / Surround Sound. The training room has a large assortment of alarm / CCTV systems / Taxi training equipments / Security training aids / two-way radios and vests for all students to use and interact with. The facilities have disabled access and plenty of room for disabled students.

Technical Advanced Training is able to offer one-on-one training for students who require just that little more coaching. The facilities are able to be accessed day or night for those students who wish to use any of the equipment on offer.

Before any training course gets underway an Induction Program is conducted covering course requirements, assessment methods and available learning resources.

Support Services

Technical Advanced Training is able to offer one-on-one training for those students who may have trouble attaining the knowledge and skills. All training staff is dedicated to helping the student achieve to a competent level. Technical Advanced Training is able to offer the full facilities of the training room and an instructor at any time of the day or night or weekends, if the student requires.

Satisfaction Surveys

Surveys will be administered towards the end of a period of the training you are undertaking. The survey will take approximately 15 minutes to complete. The survey will focus on the extent to which you engage in activities that are likely to promote high quality skill outcomes. From this we can identify your perception of the quality of your competency development and the support you received from our organisation, Technical Advanced Training.

Mutual Recognition

Mutual Recognition is the recognition and acceptance by a Registered Training Organisation of Australian Qualifications Framework qualifications and Statements of Attainment issued by other Registered Training Organisations, enabling individuals to receive national recognition of their achievements. Technical Advanced Training will recognise a trainee's existing competence against the competencies listed in an endorsed qualification or accredited course and issue AQF Qualifications and Statements of Attainment.

Australian Quality Framework

Courses conducted by T.A.T, which comply with the Australian Quality Framework standard, will show a course identifying prefix on all literature for example, CPP20212 Certificate II in Security Operations or TLI21210 Certificate II in Driving Operations Taxi Units.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the acknowledgement of skills and knowledge previously attained through formal training, work experience and/or life experience. Students may be eligible for credit based on relevant prior learning and/or experience. Recognition of Prior Learning is available on application in programs offered by Technical Advanced Training.

There are two categories of Recognizing prior knowledge

1 *Credit Transfer*

Recognition of learning outcomes or competencies where the student has successfully completed exactly the same module or unit of competency in another approved educational institution or workplace.

2 *Exemption*

Recognition of skills and knowledge involved in a module or unit of competency attained through relevant work and/or life experiences. Such exemptions, partial or full, may be granted where appropriate and sufficient evidence is provided to demonstrate that learning outcomes or competencies have been previously attained, and have been retained, by the student.

How to apply for RPL

- Step 1 Obtain an *RPL Application Form*
- Step 2 Discuss your *RPL Application* with a course Co-ordinator or Training Manager
- Step 3 Submit your completed *RPL Application*
- Step 4 Ready to be interviewed and assessed in relation to the units or course covered

What are the possible outcomes of an RPL Application

- Application successful and credits/exemptions granted
- Application suspended pending student providing further information/evidence
- Application suspended pending student undertaking formal assessment for credits, exemptions applied
- Application rejected. The student may appeal and the application may be re-assessed. If required, a final decision will be made by the Course Co-ordinator or Training Manager.

Costs for RPL Assessment

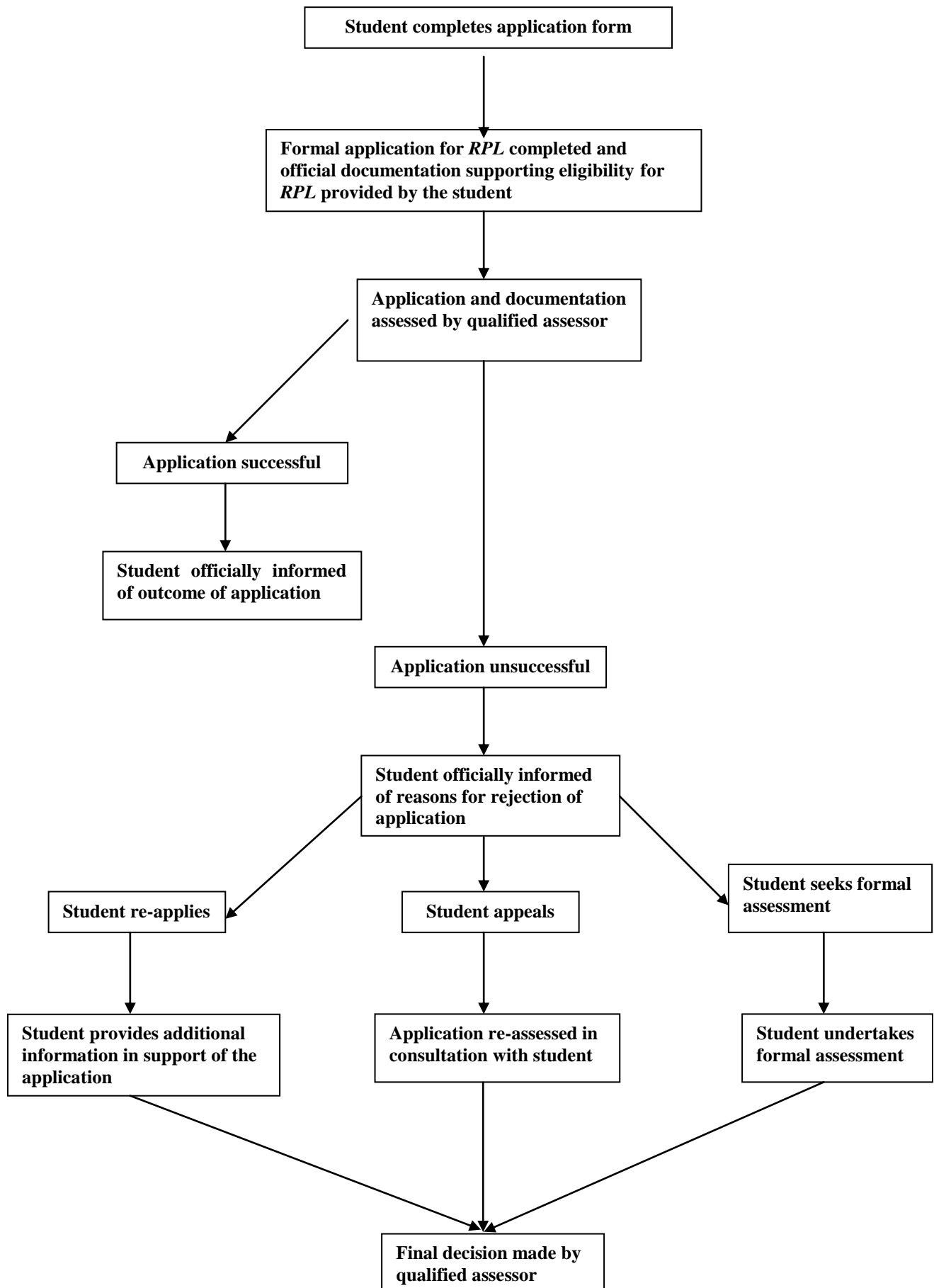
RPL Course Fees As of January 2016

RPL Fee for Certificate II in Security Operations	\$750.00
RPL Fee for Certificate III in Security Operations	\$650.00
RPL Fee for Taxi Training Units from Certificate II in Driving Operations	\$550.00

Applicants for RPL assessment who are unsuccessful will have RPL fees (excluding RPL application fee) deducted from corresponding course fees if they wish to enroll, or else no fees will be refunded.

Refer to fee schedule on enrolment application form or in the course information brochure.

Recognition of Prior Learning Policy



Course Fees (Fee for Service Students Only)

Students that are not eligible for Government Funded Training will be required to pay course fees in part payments throughout the course duration. The course fees are stated below and also found in our student enrolment form:

Administrative Fees - Students will be required to pay an enrolment or application fee depending on the services they wish to access.

Administration Fees are non-refundable as of January 2016

•	CPP20212	initial enrolment fee	\$150.00
•	CPP30411	initial enrolment fee	\$150.00
•	CONTROL ROOM	initial enrolment fee	\$150.00
•	BATON AND HANDCUFFS	initial enrolment fee	\$150.00
•	TLI21210 TAXI UNITS	initial enrolment fee	\$150.00
•	TAXI PREP	initial enrolment fee	\$150.00
•	HLTAID001	initial enrolment fee	\$100.00
•	HLTAID003	initial enrolment fee	\$100.00
•	BSBSMB405B	initial enrolment fee	\$150.00
•	RSA	initial enrolment fee	\$50.00
•	RPL FEES	initial enrolment fee	\$150.00

Course Fee for CPP20212 - The course will cost \$950.00 including all workbooks. A minimum payment of \$150.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150.00 administration and enrolment fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

Course Fee for CPP30411 - The course will cost \$850.00 including all workbooks. A minimum payment of \$150.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150.00 administration and enrolment fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

Course Fee for TLI21210 Taxi Training Units - The course will cost \$700.00 including all workbooks. A minimum payment of \$150.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150.00 administration and enrolment fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

Course Fee for BSBSMB405B Unit - The course will cost \$1150.00 including all workbooks. A minimum payment of \$150.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$150.00 administration and enrolment fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

Course Fee for HLTAID001/003 - The course will cost \$100 for HLTAID001 and \$200.00 HLTAID003 including all workbooks. A minimum payment of \$50 for HLTAID001 or \$150.00 for HLTAID003 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$50 or \$150.00 administration and enrolment fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

Course Fee for RSA - The course will cost \$90.00 including all workbooks. A minimum payment of \$50.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made no less than 3 working days prior to course commencement date will incur a \$50.00 administration and enrolment fee. Any additional fees paid towards the course become non-refundable if cancellation request is made less than 3 working days. The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

Recognition of Prior Learning Fees – Previous security license holders and Metropolitan taxi license holders will be required to pay RPL assessment fees at the time of making an application to upgrade their training to the new CPP20212, CPP30411 or TLI21210 Taxi Training units. Once payment has been received, applicants will be interviewed and/or sit for an individual module test. Fees are only refundable prior to RPL assessment being commenced. This does not include application fee. The schedule of RPL assessment fee is on page 8.

Victorian Training Guarantee

Technical Advanced Training is pleased to announce it has secured a Service Agreement to offer Government Subsidised Training as part of the Victorian Training Guarantee for 2016. This is a great initiative for ‘upskilling’ citizens to secure and broaden their scope of qualification. From the 1st of January, 2016 Technical Advanced Training is offering security training courses to student’s eligible for government subsidised training.

Who is eligible for government subsidised training?

In 2014 you are eligible for government subsidised training if you meet any one of the following:

- Australian Citizen
- Australian Permanent Resident (holder of a permanent visa)
- New Zealand Citizen
- And you are any of the following:
 - Under 20 years of age (as at 1 January 2016)
 - Undertaking an Approved Foundation Skills course
 - 20 years and older and ‘upskilling’ by undertaking a course at a higher level than their existing qualification
 - A Victorian of any age whose existing highest qualification is the Victorian Certificate of Education; Victorian Certificate of Applied Learning (Intermediate or Senior); International Baccalaureate Diploma; Senior Secondary School Certificate from another Australian jurisdictions or any Vocational Education and Training (VET) certificates completed as part of a Senior Secondary qualification.
- And...
- You haven’t begun and are not enrolled to begin two or more other government subsidised courses in 2016.
- You are not already doing two or more other government-subsidised courses.

What to bring to Enrolment

When attending for this enrolment process, please bring with you at least one of the following primary identifications:

- Evidence of your citizenship/residency status
- Australian Birth Certificate
- Current Australian Passport
- Current New Zealand Passport
- Naturalisation Certificate
- Temporary Protection Visa
- Current Green Medicare Card or Formal documentation issued by the Australian Department of Immigration and Citizenship confirming Permanent Residence
- Evidence of your age
- And further bring with you at least one of the following secondary identifications:
 - Current Drivers Licence
 - Current Learners Permit
 - Proof of Age Card or Keypass Card
 - Any Concession Cards that you may hold
 - Any Referral Forms or letters that have been issued to you by an Employment Services Provider (ESP) e.g. Job Services Australia (JSA)

Use the link below to check if you are eligible:

<http://www.education.vic.gov.au/victorianskillsgateway/Students/Pages/vtg-eligibility-indicator.aspx>

Course Fees for students under Government Funded Training

All students that are eligible to undertake the CPP20212 Certificate II in Security Operations or CPP30411 Certificate III in Security Operations training with Technical Advanced Training under the Victorian Training Guarantee will be only required to pay an enrolment fee of:

- \$30 for Health Care Card holders and
- \$150 for Non Health Care Card holders.

The course shall be deemed to have commenced upon confirmation of enrolment, at which stage fees become non-refundable.

Student Tuition Fee Per Scheduled Hour

Course Name	Course Code	Indicative Tuition Fee Per Scheduled Hour	Indicative Scheduled Hours	Indicative Fee (Government Subsidised – Eligible for Victorian Training Guarantee without Fee Waiver or Exemption)	With Concession but not with an ESP (Student Enrolment Fee)	Indicative Fee (Fee for Service)
Certificate II in Security Operations (CC/UG)	CPP20212	\$2.55	373	\$150	\$30	\$950
Certificate III in Security Operations	CPP30411	\$1.75	486	\$150	\$30	\$950

Course Refund Policy

Purpose:

This policy is to be used by Technical Advanced Training for mutual protection of monies and the stipulations set out for the policy's application and the clear understanding of potential students and Technical Advanced Training management in regard to refunds in compliance with AQTF Essential Standards for Registered Training Organisations.

Scope:

This policy covers all courses offered by Technical Advanced Training where payment is made in advance and associated with the AQTF Essential Standards for Registered Training Organisations.

Policy:

In the event of the course being cancelled or postponed by more than 4 weeks, all fees will be refunded. If you withdraw from a course prior to commencement and obtain a full refund, all applications for refunds must be made in writing to Student Administration at least three (3) working days prior to the start of the course.

STUDENT WITHDRAWAL

All Refunds made to Technical Advanced Training will incur an administration fee with any refunds to be sent in the form of a Company cheque. Our Refunds policy is subject to the following conditions below:

- If you advise TAT in writing **no less than 3 working days** prior to the commencement of your course we will provide a full refund minus the above administration fee.
- If you have enrolled and paid any course fee via our online service, the above points will apply to any refund request. You will need to apply for a refund in writing and the refund will be sent in the form of a Company cheque. This cheque will be addressed to the name and address listed on the online enrolment.
- Where students have been asked to leave the classroom and not rejoin for behavioural reasons the above refund policy will also apply.
- All units completed and paid for at the time of withdrawal will be recognised via a statement of attainment

CANCELLATION AND REFUND POLICY

Please refer to the "Course Refund" policy located on our website, www.advancetraining.com.au for a full explanation of our Refunds policy.

VTG STUDENT PARTIAL WITHDRAWAL

If you (the Student) provide written notice to withdraw from a portion of the course only the units completed and claimed will be recognised via a statement of attainment. No payments will be made to students from any government or third party funding.

CLAIMING A REFUND

The student must provide their notice of withdrawal or cancellation in a signed and dated written letter. The claim for a refund must include a reason and must include supporting official documentation of the student's circumstances for withdrawal/cancellation plus a contact name and telephone number to enable TECHNICAL ADVANCED TRAINING to validate this claim. Date of Cancellation / Withdrawal is the date the written request is received by TECHNICAL ADVANCED TRAINING's Administration staff. A student should apply for a refund as soon as possible after notice of cancellation / withdrawal is submitted. All refunds will be paid as soon as possible and no later than 5 working days from an approved cancellation / withdrawal notification only if the supporting documentation has been validated during this timeframe.

Student Payment Plan

Technical Advanced Training offers a student payment plan, as per the AOTF Providers Fee protection.

Technical Advanced Training agrees to limit prepaid fees received:

- Prior to commencement to <\$1000.00
- Ongoing Students to < \$1500.00

(Note: student exposure should not exceed \$1500.00 at any point)

Discipline Policy

Breach of discipline means any conduct that impairs the reasonable freedom of other persons to pursue their learning or work at Technical Advanced Training, or is in breach of Technical Advanced Training' rules / code of conduct.

A student / trainee will commit a breach of discipline if he/she:

- ✚ Assaults a person on the premises of Technical Advanced Training
- ✚ Unlawfully removes, damages or uses any property of another person or Technical Advanced Training
- ✚ Obstructs staff of Technical Advanced Training in the performance of their duties
- ✚ Obstructs the teaching / training of a group or an assessment activity
- ✚ Commits or engages in any dishonest or unfair act in relation to an assessment activity
- ✚ Wilfully disobeys or disregards any lawful order or direction given by a Technical Advanced Training member of staff
- ✚ Enters part of a Technical Advanced Training' premises when directed not to do so by a Technical Advanced Training member of staff
- ✚ Fails to leave part of a Technical Advanced Training' premises when directed to do so by a Technical Advanced Training member of staff
- ✚ Fails to return Technical Advanced Training property or pay replacement costs when instructed to do so
- ✚ Fails to pay financial commitments to Technical Advanced Training
- ✚ Enters part of a Technical Advanced Training' premises whilst under the influence of alcohol or a drug
- ✚ Engages in any unlawful activity on the Technical Advanced Training' premises such as using, possessing or supplying any prohibited drug, substance or weapon
- ✚ Discriminates against a person on the grounds of the person's age, race, sex, homosexuality, transgender, marital status, physical or intellectual disability or religion
- ✚ Incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of the person's age, race, sex, homosexuality, transgender, marital status, physical or intellectual disability or religion of the person or members of the group

Policy:

1. Technical Advanced Training is committed to the principle of ensuring that every student / trainee has the right to participate in training programs, free of inappropriate behaviour that may impair the learning processes, or the well being of individuals.
2. Both staff and students have an interest and a responsibility to prevent minor behavioural problems from becoming larger ones.
3. Attempts are to be made to solve behavioural problems of students through discussion and mediation before the provision of more formal procedure is invoked.
4. Technical Advanced Training' Training Manager may apply any of the following penalties where he/she is satisfied a breach of discipline has been committed and the penalty matches the seriousness of the breach:
 - ✚ A verbal or written reprimand
 - ✚ A requirement to attend counselling at a specified time and place
 - ✚ A financial penalty (not exceeding \$200) by not refunding fees
 - ✚ Payment of compensation by student for damages or loss of resources
 - ✚ Restitution of property removed or damaged
 - ✚ Use of specified equipment only in accordance with certain conditions (for a set period)
 - ✚ Issue of testamur delayed until student has complied with the order
5. The student may appeal the penalty under Technical Advanced Training' Complaint Policy.

Complaints / Appeals

Technical Advanced Training will manage all complaints and appeals as fairly, equitably and efficiently as possible. It will encourage the parties to approach the complaint with an open mind and resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, Technical Advanced Training acknowledges the need for an appropriate external and independent person to mediate between the parties.

Complaints Policy

Purpose: This policy and procedure is to provide clear and practical guidelines to ensure that complaints of students can be resolved in accordance with the principles of natural justice, equitably and efficiently.

Scope: This complaints policy applies to all students enrolled with Technical Advanced Training.

Definitions:

Complaints and Appeals include but are not restricted to matters of concern to a student relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; and sexual harassment.

Natural Justice is concerned with ensuring procedural fairness:

- ✚ Decisions and processes should be free from bias.
- ✚ All parties have the right to be heard.
- ✚ The respondent has a right to know of what he/she is accused
- ✚ All parties are told the decision and the reasons for the decision.

Policy:

Technical Advanced Training believes that a student who has a complaint has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint / appeal formally as well as in writing.

Technical Advanced Training will manage all complaints fairly, equitably and efficiently as possible. It will encourage the parties to approach the complaint with an open mind and to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, Technical Advanced Training acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality should be maintained throughout the process of making and resolving complaints. Technical Advanced Training seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive work environment.

All students and trainers will be provided with a copy of the Complaints Policy and Procedure in their information folders. The information will also contain details of external authorities that they may approach.

Procedure: Should a student have a complaint, the following steps are to be followed:

Should a student have a complaint, the following steps are to be followed:

1. Student / Staff raises complaint with Trainer / Assessor or Administration
2. Matter resolved by Trainer / Assessor or Administration.
3. If resolved, no further action required.
4. If the student or staff wishes to raise a formal complaint, the student or staff should put the following information relating to the complaint in writing:
 - ✚ description of the complaint / appeal,
 - ✚ state whether you wish to formally present your case,
 - ✚ steps you have taken to deal with it,
 - ✚ what you would like to happen to fix the problem and prevent it from happening again.
5. The student brings the complaint to the attention of the enterprise training contact. In most instances this will be the Trainer.
6. If the complaint is not dealt with to the student's satisfaction, he/she may bring it to the attention of the Training Manager. The Training Manager will either deal with the issue personally or arrange for it to be dealt with by a management representative. The first two steps should be completed within a timeframe of one week.
7. Should the issue still not be resolved to the student's satisfaction, Technical Advanced Training will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case.
8. All parties involved will receive a written statement of the outcomes, including reasons for the decision.
9. All documentation relating to complaints / appeals should be archived for audit purposes.
10. Technical Advanced Training' Training Manager will be the person responsible for the implementation and maintenance of the policy.

Legislation Information for Trainers and Trainees

The AQTF standards require the Technical Advanced Training to provide information to staff and clients about legislation that affects their activities and participation.

Workplace Harassment, Victimization and Equal Employment Opportunity

- ✚ Commonwealth Racial Discrimination Act 1975
- ✚ Commonwealth Sex Discrimination Act 1984
- ✚ Commonwealth Disability Discrimination Act 1992
- ✚ Commonwealth Racial Hatred Act 1995
- ✚ Victorian Equal Opportunity Act 1995

Technical Advanced Training aim to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that are free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.

All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.

OH&S

All employees have the responsibility to:

- ✚ Adhere to safe work practices, instructions and rules;
- ✚ Immediately report any unsafe work condition or equipment to management;
- ✚ Not misuse, damage, refuse to use, or interfere with anything provided in the interest of occupational health and safety;
- ✚ Perform all work duties in a manner which ensures individual health and safety and that of all other employees;
- ✚ Encourage fellow employees to create and maintain a safe and healthy work environment;
- ✚ Co-operate with all other employees to enable the health and safety responsibilities of all employees be achieved.

Technical Advanced Training are committed to providing a safe and healthy work environment for all students / trainees. Its policy is to make every reasonable effort to prevent accidents, protect trainees from injury and promote the health, safety and welfare of all trainees.

Vocational Education and Training

Technical Advanced Training as a Registered Training Organisation will comply with the following:

- ✚ The AQTF Standards for Registered Training Organisations;
- ✚ Privacy of trainee information;
- ✚ Comply with all requirements of any Performance Agreements it has with Government Departments or bodies;
- ✚ Only issue Certificates and Statements of Attainment for qualifications listed on its Scope of Registration;
- ✚ Maintain a student management recording and reporting system;
- ✚ Maintain its registration;
- ✚ Marketing and advertising material is accurate and ethical.

Privacy

Technical Advanced Training will follow the ten national privacy principles in the handling of personal information of trainees / employees.

- ✚ Collection - The organisation will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected.
- ✚ Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
- ✚ Data quality - The organisation will take all reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up to date.
- ✚ Data Security - The organisation will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.
- ✚ Openness - The organisation will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information.
- ✚ Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. The organisation will correct and up date information errors described by the individual.
- ✚ Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. The organisation will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
- ✚ Anonymity - Wherever possible, the organisations will provide the opportunity for the individual to interact with them without identifying themselves.
- ✚ Transborder Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
- ✚ Sensitive Information - The organisation will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Access and Equity Policy

Purpose:

Technical Advanced Training is committed to providing all students with equal opportunity to pursue their training and development. This policy and procedure is to be used by Technical Advanced Training to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

Scope:

This policy covers all Technical Advanced Training' policies and procedures and all training function activities.

Definitions:

Access and Equity principles include:

- ✚ Equity for all people through the fair and appropriate allocation of resources;
- ✚ Equality of opportunity for all people without discrimination;
- ✚ Access for all people to appropriate quality training and assessment services;
- ✚ Increased opportunity for people to participate in training.

Disadvantaged groups include the following groups who traditionally have been under-represented in Vocational Education and Training (VET):

- ✚ People with a disability;
- ✚ Aboriginals and Torres Strait Islanders;
- ✚ Women;
- ✚ People from non-English speaking backgrounds;
- ✚ People in rural and remote areas;
- ✚ Long term unemployed.

Discrimination can be direct, indirect or systemic.

✚ **Direct discrimination -**

Direct discrimination is any action which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (eg, sex, ethnic origin) are applied as a barrier. Direct discrimination has as a focus assumed differences between people.

✚ **Indirect discrimination -**

Indirect discrimination is the outcome of rules, practices and decisions which treat people equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike but it is the very assumption of a likeness that constitutes the discrimination.

✚ **Systemic discrimination -**

A system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of people because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination.

Equity focuses on outcomes. Equity is not concerned with treating people in the same way, it is concerned with ensuring that all groups of people participate and benefit to the same level.

Legislation includes

- ✚ Commonwealth Racial Discrimination Act 1975
- ✚ Commonwealth Sex Discrimination Act 1984
- ✚ Commonwealth Disability Discrimination Act 1992
- ✚ Commonwealth Racial Hatred Act 1995
- ✚ Victorian Equal Opportunity Act 1995

Sexual harassment is defined by the Victorian Equal Opportunity Act 1995 and the Commonwealth Sexual Discrimination Act 1984 as when a person:

- ✚ makes an unwelcome sexual advance or an unwelcome request for sexual favours;
- ✚ engages in unwelcome conduct of a sexual nature, and a reasonable person would have anticipated that the person harassed would be offended, humiliated or intimidated.

Policy:

1. The aim of the policy is to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.
2. All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.
3. A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and/or other students.
4. All trainers / assessors are responsible to observe and be advocates for the policy.
5. This policy will be widely disseminated in the Provision of First Aid Services and training and the Security Training Industry.
6. Technical Advanced Training' policies and procedures will be monitored and reviewed to ensure that they recognise and incorporate the rights of individuals.

Procedure:

1. The policy will be included in information provided to employers, trainers / assessors and students.
2. Technical Advanced Training' procedures relating to training and assessment activities will focus on objective criteria based on merit.
3. Any person with a complaint will be directed to use Technical Advanced Training' Complaints/Complaint Policy and Procedures.
4. Technical Advanced Training' Training Manager will be person responsible for the implementation and maintenance of the policy.

Accessing Records

1. Personal information should be accessed and used only for Technical Advanced Training purposes. It is inappropriate for an address or home telephone number or other information to be accessed and used by a staff member for private reasons. This is so even if the person to whom the information relates gives permission.
2. Personal information should be secured. Records containing personal information should be filed securely.
3. Appropriate arrangements are in place to ensure that access to computerized records is granted only to staff requiring such access in the course of their duties.
4. Students wanting to access records, Technical Advanced Training will provide student to complete an authorization form to access of confidential student records with a proof of id.

Student charter – Rights, Responsibilities and General obligations

The Student Charter sets out the rights and responsibilities of participants in relation to training with Technical Advanced Training (T.A.T).

T.A.T plays an important role in the security and taxi industry and is committed to the creation, transmission, preservation and application of knowledge and skills. T.A.T has a particular interest in fostering lifelong learning for the professional workforce in Australia and overseas. It places high value on the quality of teaching and learning, research and on personal and institutional integrity.

Your Rights

In pursuing its mission, T.A.T recognizes the rights of its students:

- To experience high quality teaching;
- To expect that course content will be up to date;
- To be treated with respect and courtesy by staff and fellow students, in an environment free from harassment;
- To know when and how their work will be assessed;
- To receive fair, timely and useful feedback on their performance and progress;
- To have a say about the value, relevance and effectiveness of their academic programs and the teaching they experience;
- To be informed about how their views are taken into consideration on enhancing the teaching and content of programs;
- To have predictable and reasonable access to staff;
- To learn in an environment free from prejudice, discrimination and harassment;
- To have access to adequate procedures for dealing with complaints;
and
- To have access to quality facilities and resources necessary for achievement of their training goals.
- To have access to records and outcome of assessments. Outcome of assessments is recorded on your Assessment Summary Sheet which is located in your student file. This is available to you on request at anytime to find out your performance for each unit of competency.

Your Responsibilities

In exercising their rights, T.A.T students are expected to accept the following responsibilities:

- To arrive 15 minutes early (8:45am) and be prepared with necessary materials for a 9:00am sharp start;
- To switch off mobile phone or put it on silent and leave it in your bag, not on your table.
- To become self-motivated and self-directed learners;
- To prepare for class and be on time;
- To be professional, punctual, honest and carry out their duties fairly and efficiently;
- To submit work which is their own;
- To provide to the instructing staff, feedback which is honest and fair;
- To treat fellow students and staff with openness, honesty and courtesy;
- To respect the property of other students and T.A.T;
- To behave at all times in such a way that does not bring T.A.T in to disrepute;
- To abide to all lawful instructions given by staff;
- To notify staff immediately of any medical or health condition;
and
- To advise the instructors prior to participating in activities of injuries a student has had in the past or has sustained, so that an informed decision can be made by both parties on whether their participation will be allowed.

General Obligations

- To accept and be bound by the above Student Charter and fulfil the responsibilities outlined;
- To accept and be bound by any credit or payment arrangement that has been entered into by T.A.T and that particular student, and that they take full responsibility for any debt;
- To understand that they will not receive any certificate or attainment until all outstanding monies are paid in full and all assigned assessment is completed;
- To understand that if paying a final payment via cheque T.A.T has the right to hold onto any certificate until a financial institution has cleared payment;
- To authorize and consent to the video surveillance of students during the course being undertaken and that if required the information gathered may be used by an authorized agent;
- To accept and understand that if a student is caught cheating or not have suitable character that a report will be submitted to the Licensing and Regulation Division or Taxi Services Commission;
- To submit to the complaint policy in place at T.A.T. This would be overseen by the director and shareholders of TAT (Security / Taxi Training) Pty Ltd trading as Technical Advanced Training.

End of Student Information Handbook.

Thank You



Aydin Tat
Program Director
Technical Advanced Training