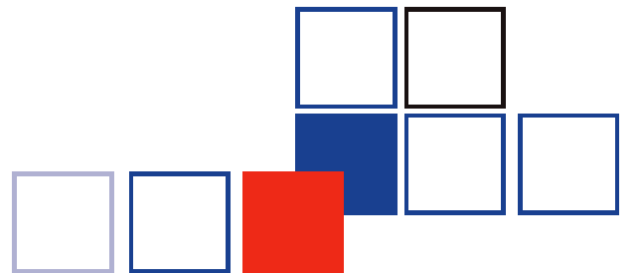


AUSTRALIAN
SCHOOL OF
SECURITY &
INVESTIGATIONS

Student Handbook



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ABOUT US

Established in June 2000, the School delivers professional quality training to both experienced and non-experienced students pursuing a career in the insurance, corporate or private sector.

The school delivers our nationally recognised training via classroom and on-line training courses to students in every state of Australia. On-line training is delivered through a browser-based private student interface permitting 24 hour access to materials, communication and learning at your convenience.

The director, Adrian Francis has extensive experience through his career in law enforcement and private investigations, incorporating both surveillance and factual investigation knowledge and techniques.

This combined with the dedicated student administrators based in the office allows our company to deliver training that is sorted by those in the industry and out, worldwide.

CODE OF PRACTICE

- **Educational Standards**

ASSI has adopted a Code of Practice, which is recognised across Australia. We maintain policies and management practices, which provide for the highest educational and professional standards in Australia in the marketing and delivery of vocational education and training services. We maintain learning environments that are conducive to the success of students. We feel we have the capacity to deliver the nominated course with professionalism and integrity.

- **Enrolment / Admission**

Enrolment is finalised by having your completed application form with payment lodged via the web or at ASSI's offices. The only admission criteria is that you are 18 years of age and be of an age near to licensing age, and that you provide Photo Identification proving your true name and personal details for correct certification if required.

Whilst ASSI is happy to help any students complete their Certificate the issuance of an Investigators licence is the ultimate responsibility of

the Government Authority in the State of which the student resides or wishes to set up their business.

The issuance of the licence may be dependant upon a number of other factors besides the completion of the course you are enrolled in and we urge each student to contact the regulatory body in their State for confirmation of requirements.

- **Competency Achievement**

ASSI provides appropriate learning support to all students through its training and assessment delivery applying reasonable adjustment to training and assessment where learning difficulties are experienced by the student. Several opportunities for re assessment will be provided to assist a student to gain competency. However where successive re assessments are provided and a student has not yet gained competency a repeat of training and assessment in any unit of competency will attract further course fees.

- **Fees in Advance Policy**

ASSI does not receive anymore that \$1000.00 from a student prior to enrolment and does not receive any more that \$1500.00 for tuition yet to be received. Please refer to the detailed Course Fee Schedule.

- **Course Fee Schedule**

CPP 30607 Certificate III in Investigative Services

Conducted in three stages with a break between each stage of approximately 1 - 3 weeks. Students do not move to the next stage until they complete the previous stage.

Stage 1

Enrolment Fee of \$695.00

This fee secures a position on the course and includes the learning material, textbooks and manuals required during the entire course. If online access is required to the online material then this is also included in this fee.

Stage 2

Practical Statement and Interviewing Workshop
Includes all course materials and access to equipment

Fee \$320.00

Stage 3

Practical Covert Surveillance Workshop

Includes all course materials, covert surveillance equipment and access to vehicles if required

Fee \$580.00

Total Course fee of \$1595.00

CPP20211 Certificate II in Security Operations

Total Course Fee \$695.00

This fee covers the cost of all training, equipment, manuals and books excluding the cost of obtaining a First Aid Certification, which must be obtained prior to the commencing the course.

CPP30411 Certificate III in Security Operations

Total Course Fee \$895.00

This fee covers the cost of all training, equipment, manuals and books.

PSP41404 Certificate IV in Government (Statutory Compliance)

Total Course Fee \$895.00

This fee covers the cost of all training, equipment, manuals and books

PSP40604 Certificate IV in Government (Fraud Control)

Total Course Fee \$895.00

This fee covers the cost of all training, equipment, manuals and books

Additional Fees

Qualification Re issuance

Should a student require a replacement statement of attainment or qualification certification a replacement fee of \$25.00 is payable.

Students should request a qualification re issuance through contact with ASSI reception during office hours.

- **Refund Policy**

ASSI has a policy of refunding student fees prior to the commencement of a training course.

ASSI will issue refunds when:

- A course has been cancelled by ASSI;
- A student provides written notice of cancellation prior to the Training material and first online unit being sent out to the student
- A student accepts a similar course offer from a different educational institution within the first month of that course and provides proof of enrolment;
- A student is unable to attend a programmed training course due to extended hospitalisation / illness, and /or pregnancy / childbirth. A medical certificate must support refund claims on these grounds.

ASSI will not issue refunds for:

- A change in a students working hours;
- Moving interstate or overseas;
- Change of employment;
- Students who leave before finishing a course or unit of competency;

Training fees paid to ASSI for workshop training are held in a special purpose account until such time as that training commences. For the purpose of this refund policy, training is deemed to have commenced once the training material and first unit has been forwarded to the student. Should the course not proceed, students are entitled to a full refund of any money paid.

Once the training course has commenced the money paid for training is transferred to ASSI's general account.

Refunds that meet the above criteria and which are paid for training courses are paid less \$100 administration fee.

ASSI's Managing Director considers all applications for refund. All decisions made regarding refund applications are in writing. All refunds and information concerning refunds which are made are recorded in the Refund Log of ASSI.

- **Award**

On successful completion of a course, each student is issued with a formal statement of results award, which certifies the units completed, and states the qualification obtained. This award can be used to assist in obtaining employment, or in some cases to obtain the relevant government issued licence e.g. Investigator.

- **Marketing**

ASSI markets all vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this information, no false or misleading comparisons will be drawn with any other provider or course.

ASSI will also commit to never providing information to any outside parties with the expressed written consent of the individual to whom the information relates.

- **Manuals/Facilities**

In most training courses, the tuition fee includes all relevant manuals and training materials. The only materials each participant is required to bring are notebooks and pen. The training venues are conference facilities or educational classrooms.

- **Course Assessment**

Most courses are assessed by a mixture of written tests and participation in various exercises or simulated situations that are encountered in everyday work. Students on completion of course modules and subjects will be offered verbal feedback by Course

Instructors as to their performance in training. Students can request a personal feedback session with Lecturers at any point.

- **Recognition of Prior Learning (RPL) Recognition of Current Competency (RCC)**

Students can apply for exemptions from units in courses where they can demonstrate that they have the skills or knowledge already. These skills or knowledge may have been obtained from prior study (especially in similar courses) or even from life experience. Recognition of prior learning is a way of recognising these skills and prior learning. Obviously the prior learning must be relevant to a course of study offered by ASSI. Apply to your course lecturer or through the ASSI office. You will have to provide certified documentary evidence of your prior learning for each unit of competency you claim exemption from, and be assessed by the instructors or a panel established by ASSI. This assessment can only commence after the application fee is paid. In the event that you are successful, you will not have to complete the unit you have been exempted from. This means that you will not be graded by ASSI for that unit, but will be recognised as having completed the unit. If you are unsuccessful, you have the opportunity to appeal to ASSI's CEO.

- **Outcomes**

On successful completion of ASSI courses, you will be able to:

- a) Demonstrate the necessary knowledge to satisfy licensing authorities in order to obtain any relevant licence (where applicable); and
- b) Appropriately represent the industry in accordance with any legal requirements; and
- c) Protect the interests of yourself and your employer.

- **Complaints and Appeals**

Any participant with a complaint related to any aspect of the training is entitled and encouraged to notify the course lecturer or the ASSI office who will arrange for another lecturer to contact you to resolve the grievance. An appeal against any decision is available through the ASSI office or ultimately by ASSI's Director. ASSI will also advise of the appropriate legal body to contact should this procedure not be successful.

- **Support Services**

For students having difficulties with any part of the course, you are able to ask your instructor for extra assistance at any non-lecturing time. If required you are also entitled to ring the ASSI office with any queries relating to the course or any difficulties you may have regarding your participation on any course.

- **Credit Transfer**

Students completing certain units of competency in many of ASSI's courses are eligible for credits in other courses. These transfers save study time and costs in other ASSI courses, and are a good way to update or use when transferring interstate. Contact the lecturer or ASSI office for assistance.

- **Entry/Exit Points**

A student can complete any section(s) of a course or join a course at various entries points. Some students may only need to cover certain modules in any course and are welcome to attend for these sections only.

- **Appeals**

If you feel aggrieved by any decision regarding assessment, contact the ASSI where our staff will organise for an instructor to contact you to resolve any problems. The appeal period is 6 weeks from the completion of the subject or module or unit. If still dissatisfied, you can then contact ASSI's Director to have your matter heard.

- **Guarantee**

Once the student has commenced study in their chosen course ASSI will guarantee to complete the training and/or assessment within the course duration and will further negotiate the timing for completion of the course if a student is unable to complete the course due to illness or extenuating circumstances. ASSI honours all guarantees outlined in our Code of Practice and brochures. ASSI can have its registration withdrawn for non-compliance with this Code of Practice.

LEGISLATION AND GOVERNMENT ACTS

As a Registered Training Organisation, ASSI ensures that its policies and procedures meet the requirements and stipulations of all Commonwealth State and / or Territory Legislation relevant to its scope of operations. Copies of applicable legislation to the training being delivered is available to students on request.

STUDENT RIGHTS & RESPONSIBILITIES UNDER ASSI'S EQUAL OPPORTUNITIES POLICIES

This section outlines what you can expect from ASSI in terms of equitable treatment of yourself and other students and what in turn ASSI expects of you in terms of your equitable treatment of others including peers, academic and administrative staff of ASSI. The main inclusive policy is the one on Equal Opportunity. It should be noted that this policy incorporates more than just employment and educational opportunities as it embodies various pieces of legislation on non-discriminatory practices.

- **Policy on Equal Opportunity**

ASSI is committed to a policy of equal opportunity and freedom from all forms of discrimination as determined by legislation or ASSI. The policy is issued on the basis that it is fair and just and contributes to the fulfilment of ASSI's mission and goals. In fulfilling this policy, ASSI aims to:

- a) Promote the development of a learning culture supportive of equity principles;
- b) Ensure all of its management and educational policies and practices reflect and respect the social and cultural diversity contained within ASSI and the community it services;
- c) Ensure that the appointment and advancement of staff and admission and progression of students within ASSI are on the basis of merit;
- d) Provide equal employment and educational opportunities within ASSI and identify and remove barriers to participation and

- progression in employment and education, and implement an affirmative action program for equity groups;
- e) Eliminate unlawful discrimination against staff and students on the grounds of sex, marital status, pregnancy, breastfeeding, race, age, parenthood, physical, intellectual and mental impairment, religious belief, lawful sexual activity, trade union activity, criminal record, social origin, medical record, nationality, political belief or activity; and
 - f) Comply with state and federal legislation on discrimination, equal opportunity and affirmative action and binding international human rights instruments.

ASSI expects all staff, students and members of the ASSI community to act in accordance with this policy.

- **Policy on Inclusive language and Presentation**

Under its equal opportunity policy, ASSI aims to provide equal employment and educational opportunities within ASSI and identify and remove barriers to participation and progression in employment and education. To this end, ASSI supports a policy of inclusive language and presentation in all administrative and academic activities of ASSI. This means ASSI will:

- a) Actively promote the use of inclusive language and presentation by staff and students in all ASSI documents and material, both written and otherwise;
- b) Actively promote the use of inclusive texts and materials in all ASSI teaching and presentations;
- c) Work towards the elimination of demeaning or discriminatory language and visual representations at ASSI;
- d) Take active steps to ensure that all staff and students are aware of their responsibilities under the policy, and take appropriate to assist staff to comply; and
- e) Develop and maintain a procedure for resolving complaints of demeaning or discriminatory language and presentation.

SEXUAL AND GENDER - BASED HARASSMENT POLICY AND PROCEDURES

ASSI has adopted a policy on Equal Opportunity to reflect its commitment to equal opportunity and freedom from all forms of discrimination in education and employment, as determined by legislation or by Council.

ASSI recognises the right of all students and staff to work and/or study in an environment free from sexual and gender-based harassment. Sexual harassment and discrimination on the basis of sex are unlawful and unacceptable within ASSI. ASSI acknowledges its responsibility to ensure that staff, students and members of ASSI are made aware of what constitutes unacceptable behaviour. ASSI recognises its responsibility to take prompt and effective action to deal with complaints of sexual and gender-based harassment and to ensure that all people involved in the complaint, including the complainant, the person complained about and witnesses are treated fairly. ASSI will do everything in its power to ensure that people are not victimised in any way. It also recognises the responsibility of managers to take a proactive role in dealing with any manifestations of sexual and gender based harassment in accordance with this policy.

- **What is harassment?**

Harassment is a form of discrimination. It is offensive social behaviour. ASSI recognises that behaviour that is regarded as harmless, trivial or a joke may constitute sexual or gender-based harassment, where such behaviour is personally offensive, humiliating or distressing to the recipient.

- **Sexual Harassment**

Sexual harassment is any form of offensive sexual attention that is uninvited and unwelcome. It can be a single incident or a persistent pattern of unwelcomed behaviour and it should be noted that the distress could be the same whether the conduct is intentional or unintentional. Sexual harassment can range from subtle behaviour to explicit demands for sexual activity or even criminal assault and includes:

- a) Inappropriate remarks with sexual connotations;

- b) Smutty sexual jokes;
- c) The display of offensive material;
- d) Staring, leering, offensive gestures;
- e) Inappropriate posturing;
- f) Comments and questions about another persons sexual conduct and/or private Relationships;
- g) Persistent unwelcome invitations;
- h) Request for sexual favours;
- i) Offensive written, telephone or electronic mail or other computer system communications;
- j) Unnecessary close physical proximity including persistently following a person;
- k) Unwelcome physical conduct such as brushing against or touching a person;
- l) Actual molestation; and
- m) Sexual assault.

- **Gender-Based Harassment**

Gender-based harassment is any conduct that is unwelcome because it denigrates a person on the basis of their gender. It can be a single incident or a persistent pattern of unwanted behaviour and constitutes unlawful discrimination if it can be shown that the person being harassed is being treated unfavourably on the basis of their gender. The term covers a range of behaviour which in its context amounts to harassment, including:

- a) Denigrating comments regarding a person's gender;
- b) Display of written or pictorial material that denigrates a person's gender;

- c) Negative behaviours, eg. Bullying, intimidating or excluding related to the gender of the person; and
- d) Expressing stereotyping, that is assumptions based on gender about the person's gender, group behaviour, values, culture or ability.

LANGUAGE, LITERACY & NUMERACY

Your ASSI trainers will provide clear instructions and ample opportunities for practice when reading, writing, oral and numeracy tasks are required as part of a competency. Some trainees may need additional assistance in language, literacy and numeracy, and some may not have sufficient skill to succeed in ASSI training program and may need to be referred to a specialist language, literacy and numeracy course at TAFE or other Organisation like an English language Institute for overseas students. In some cases, your initial assessment may be as simple as completing the Course Application Form, or may consist of a telephone or face-to-face interview combined with a brief introductory discussion, or assessment of skills by your trainer (some formal and some informal). This may be as simple as a "warming up" session in the class where the trainers introduce themselves and so do the students. In most cases, there will be a combination of the above assessment methods.

DISCIPLINARY POLICY

It may become necessary to discipline students whose behaviour is eliminating the promotion of a comfortable and positive learning environment or who may be endangering the safety of their classmates or the safety of ASSI employees. The following disciplinary continuum should be followed:

Level 1 – Student is issued with a verbal warning;

Level 2 – Student is issued with a more severe verbal warning;

Level 3 – Student is offered counselling in an attempt to solve the problem;

Level 4 – Student is asked to leave the course and is provided with the opportunity to attend another course at a later date; and

Level 5 – Student is asked to immediately leave the course and is not given the opportunity to attend another course.

The Level of disciplinary action should be relevant to the risk factor.
