



Student Handbook

ASSI International Pty Ltd

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TABLE OF CONTENTS

ABOUT US.....	2
CODE OF PRACTICE.....	2
Educational Standards.....	2
Enrolment / Admission.....	2
Competency Achievement.....	3
Fees in Advance Policy.....	3
Course Fee Schedule.....	3
Refund Policy.....	4
Award.....	5
Marketing.....	5
Manuals/Facilities.....	5
Course Assessment.....	5
Recognition of Prior Learning (RPL) Recognition of Current Competency (RCC).....	6
Outcomes.....	6
Complaints and Appeals.....	6
Mutual Recognition.....	6
Mutual Recognition – Investigator Licensing.....	7
Support Services.....	7
Credit Transfer.....	7
Appeals.....	8
LEGISLATION AND GOVERNMENT ACTS.....	8
STUDENT RIGHTS & RESPONSIBILITIES UNDER ASSI'S EQUAL OPPORTUNITIES POLICIES... 8	
Policy on Equal Opportunity.....	8
Policy on Inclusive language and Presentation.....	9
SEXUAL AND GENDER - BASED HARASSMENT POLICY AND PROCEDURES.....	10
What is harassment?.....	10
Sexual Harassment.....	10
Gender-Based Harassment.....	11
LANGUAGE, LITERACY & NUMERACY.....	11
DISCIPLINARY POLICY.....	12

ABOUT US

ASSI International delivers professional quality training to both experienced and non-experienced students pursuing a career in the government, corporate and/or private sector.

The school delivers nationally recognised training via a combination of online and face to face to students in all Australian states except the Northern Territory

The director, Adrian Francis has extensive experience through his career in law enforcement and corporate 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 highly sought after 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 and signed application form with an initial payment of not more than \$1000.00 paid to ASSI International. The balance of any payment over and above \$1000, to a limit of \$1500, will be required and payable prior to the commencement of the practical component of the course.

Whilst ASSI is happy to assist any students to complete their Certificate, the issuance of an Investigators licence is at the discretion of the relevant licensing Authority in the State of which the student resides or wishes to seek employment.

The issuance of a licence may be dependent 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 (3) 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 Course Fee Schedule below.

Course Fee Schedule

CPP30607/CPP30619 Certificate III in Investigative Services

Conducted in two stages with a 12 Online Units unless you are seeking an RPL/RCC on some or all units and then attendance at a 4/5-day Practical Face to Face Session. The length of the practical session is dependant on class size and location except Victoria, which has a mandatory 5-day face to face requirement (Subject to Covid 19 restrictions)

⇒ Stage 1

Online Unit Access Fee of \$900.00

Online access to 12 units of competency, which support the Practical face-to-face learning phase of the course.

⇒ Stage 2

5-day Practical Session Fee of \$695.00

This fee secures a position on the practical face-to-face course and includes the learning material, textbooks and manuals required during the entire course.

***** The practical session component may be delivered online by way of video conferencing or video live streaming if circumstances prevent face-to-face delivery.***

⇒ 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.

To meet Investigation knowledge currency requirements, the CPP30619 Certificate III in Investigative Services must be completed within a 12 month period from the date of enrolment. This includes both the Online and Practical components of the course. ASSI will consider extensions on a case by case basis and will take into consideration due to life events, Covid 19 pandemic and medical reasons however any extension must be granted in writing and will be kept on file on the ASSI database. Please also refer to our Refund Policy in this handbook

Refund Policy

ASSI has a policy of refunding student fees prior to the commencement of a training course where certain criteria are met.

ASSI will issue refunds when:

- A course* has been cancelled by ASSI;
- A student provides written notice of cancellation at least 14 days prior to the commencement of a course* and they have not received any training or resource material hard or softcopy.

ASSI will not issue refunds when;

- A student changes their mind after receiving their course* reading material and/or interface logins.
- A student is refused a license due to a decision made by a licensing authority including Police and Fair Trading;
- Change of circumstances with their employment;
- Change of any personal circumstances;
- Students who fail to complete a course within a 12-month period from enrolment or fail to submit any assignments within a 3 month period from the date of their enrolment.
- A student has received their logins to the Online Learning Interface and/or after receiving any training material either electronically or through the post.

*ASSI delivers the CPP30607/ CPP30619 Certificate III in Investigative Services in two separate stages being an online component and a practical component**.*

The commencement of the “course” referred to in this policy means the commencement of any stage of the CPP30607/ CPP30619 Certificate III in Investigative Services and/or any part of it.

Refunds that meet the above criteria and which are paid for training courses are paid less \$100 administration fee. Cancelled courses by ASSI International attract no administration fee.

ASSI will not be responsible for any accommodation, meal or travel fees associated with travelling to a course even if the course is cancelled by ASSI International.

ASSI International reserves the right to defer the practical sessions associated with a course due to any unforeseen circumstances. Students will be offered an alternative date in the rare event a course is deferred. ASSI will not be responsible for any costs incurred by a student if a course is deferred.

ASSI's Managing Director considers all applications for refund. All decisions made regarding refund applications are in writing within 7 days of application. All refunds and information concerning refunds, which are made, are recorded in a Refund Log maintained by 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.

ASSI are obligated as an RTO to provide student information to the Australian Skills Quality Authority for the purpose of training and assessment monitoring.

Manuals/Facilities

The tuition fee includes all relevant manuals and training materials. 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 units 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 an independent adjudicator selected by mutual agreement to resolve the grievance in writing.

An appeal against any decision should be lodged 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.

Mutual Recognition

Mutual recognition is where the qualifications issued by one RTO are accepted by other RTOs.

This process allows for Credit Transfer and recognition that the person has completed the qualification or units of competency through another RTO and that the qualification and/or units will be recognised by other RTOs in Australia.

Mutual Recognition – Investigator Licensing

ASSI International issues the nationally accredited training CPP30607/ CPP30619 Certificate III in Investigative Services certificate at the successful completion of the training course. This certificate is the pre requisite for all full investigator license applications Australia wide.

As Investigators often carry out investigations Australia wide, they may become licensed in one or more Australian states.

Under Mutual recognition law agreements between the various states, investigators may apply for interstate licenses based on the fact that they hold a current licence in the state they are residing in.

It is important to note that whilst ASSI International encourages investigators to consider undertaking cross border investigations, the license application process must adhere to all the legal and educational requirements pertaining to the use of mutual recognition legislation and licensing requirements for each state.

ASSI International does not guarantee that a student will be granted an Investigators licence (or its equivalent) merely because they complete the course as the decision to grant a licence is the decision of the licensing authority.

In NSW any person can apply for and obtain a Probationary Investigators license prior to obtaining the Certificate III in Investigation services and under the provisions of this license, any investigations carried out must be supervised by a full licence holder or the holder of a Master (Business) License in NSW for a 12-month period. 0

However, whilst you can carry out an investigation under supervision, many companies, who ASSI International liaise with, advise that new investigators must have some prior knowledge or training of Investigation practices before they will be considered for employment and/or mentoring.

We therefore encourage new investigators to obtain the CPP30607/30619 Certificate III in Investigative Services, which will provide you with the knowledge required to increase your chances of being employed. It should also be noted that Probationary License holders must complete the CPP30607/30619 Certificate III in Investigative Services before they can progress to a Full Investigator license.

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.

Appeals

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

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 and references to applicable legislation are made available throughout the training.

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 programs and may need to be referred to a specialist language, literacy and numeracy course at TAFE or other Organisation.

Completing the Course Application Form, or an assessment to ensure that the student meets adequate language, literacy and numeracy skill levels may consist of a telephone or face-to-face interview combined with a brief introductory discussion, or assessment of skills by your trainer by way of an online assessment. (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.