



Allegiance Training Group – Registered Training Organisation

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ALLEGIANCE TRAINING GROUP

REGISTERED TRAINING ORGANISATION

Student Handbook



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1. Training Information

Allegiance Investigations & Security Services has provided security and investigations in the Sydney metropolitan area, in particular to the northern beaches, for the past 20 years.

Moreover, for over 15 years it has been actively involved in Security Officer, Risk Assessment and Investigator Training. The organisation has undergone a natural evolution from its successful security officer proficiency course and firearms accreditation courses. It has provided many in house training programs and has been responsible for the design and implementation of security programs that have been used in the security industry in NSW.

1.1 Mission Statement:

- To provide timely, suitable and cost effective services to clients.
- To provide the client with quality competency training that is focused on continual improvement and development of delivery and support.
- To enable the client, through quality training to be well placed to find suitable employment in their respective industry.

Allegiance Investigations & Security Services is a **Registered Training Organisation** and provides training and assessment for *nationally recognised* qualifications that are *accredited* by VETAB.

1.2 List of Qualifications

Module/Unit	Course / Module Name
PRS10103	<i>Certificate I in Security Operations</i>
11122A	Unarmed static and mobile guard (1A category Licence) Pre Licence Course
11122G	Retail Loss Prevention Officer (1G category Licence) Pre Licence Course
11122B	Body Guard/Close Personal Protection (1B category Licence) Pre Licence Course
11122C	Crowd Control & Venue (Licensed premises)(1C Category Licence) Pre Licence Course
11122E	Control Room Operator (1E category Licence) Pre Licence Course
11122F	Armed Guard (Uniformed and Covert) (1F category Licence) Pre Licence Course
11122S	Special Guarding (1B and 1F Category Licence) Pre Licence Course
PRS20103	<i>Certificate II in Security Operations</i>
1A\1G Licence	Static and Mobile Guard
1C Licence	Crowd Controller (Licence Premises)
PRS30103	<i>Certificate III in Security Operations</i>
1B Licence	Bodyguard
1D Licence	Dog Handler
1E Licence	Control Room Operator
1F Licence	Armed Guarded
PRS30303	<i>Certificate III in Investigative Services</i>
PRS40103	<i>Certificate IV in Security and Risk Management</i>
PRS50103	<i>Diploma in Security and Risk Management</i>
SRS40503	<i>Certificate IV in Sport (Development)</i>
NSW 4927D	<i>Integrated Language Skills</i>
NSW 8999A	<i>Tutorial Support</i>
	Revolver Accreditation Course
	Semi-Automatic Conversion Course
	Firearms Re-Accreditation
HLTFA301B	<i>Senior First Aid (Workcover Approved – FA02131)</i>



1.3 Individual Units

Allegiance Training Group also offers a number of individual units that can be trained independently of a full qualification. The full list of individual units is:

Code	Name
HLTSHU1A	Apply Oriental Therapies Assessment Framework
WRRLP.5A	Apply Store Security Systems and Procedures
SRCSDf002A	Instruct the Application of Basic Unarmed Self-Defence Skills Against and Opponent
SRCSDf001A	Instruct Basic Skills of Unarmed self-defence
SRCSDf003A	Instruct the Intermediate Skills of Unarmed Self-Defence
WRRLP.2A	Minimise Theft
WRRLP.2A	Maintain Store Safety
WRRLP.2A	Maintain Store Security
PUALAW001A	Protect and Preserve Incident Scene

Individual units can also be taken from all full qualifications.



2. Enrolment and Accreditation Process

2.1 Enrolment Process

Please note – there is a separate and more detailed process for enrolling in **Certificate I, II and III in Security Operations** courses. Please see [2.2 Getting a Security Licence](#) and [2.3 Enrolling in Security Courses](#), for the procedures involved.

Enrolling in Training with Allegiance requires filling out an *Application for Enrolment Form*. As part of the form students are required to sign off on having read the policies and procedures outlined in this handbook and sign an *Authority to Release Information Form*. Students are required to provide identification with current and accurate residential information for company records, held in strict confidence and compliance with our company's privacy policy (SEE: [4.3 Privacy Policy](#)).

Please be advised that some units of study require a reasonable grasp of the English language and of basic mathematics. Students enrolled in such units are required to complete a Literacy and Numeracy Examination to test whether or not they are suitable and capable of undertaking the required training. Students who fail will be advised that training may not be suitable and perhaps should seek out further English and/or numeracy training before undertaking those specific units.

Once the initial paperwork has been completed students are required to place a deposit. The deposit covers administrative costs of the course and is non-refundable which will complete their enrolment process but will not guarantee them a place in the course until full payment is made (SEE: [4.8 Payment and Refund Policy](#)).

2.2 Getting a Security Licence

2.2.i – Pre-Licence Security - Provisional Licence

All persons wishing to work as a security officer in NSW are required to apply for a security licence. The licence categories are:

- 1A – Static and Mobile Guard
- 1B – Bodyguard
- 1C – Crowd Controller (For licensed premises)
- 1D – Dog Handler
- 1E – Control Room Operator
- 1F – Armed Guard
- 1G – Loss Prevention Officer

In order to apply for a security licence they must complete a pre-licence security course. The pre-licence security course initially leads to the issue of an AQF Qualification – **Certificate I in security operations** – and completing the relevant elective modules for the licence they wish to hold. Section [1.2 List of Qualifications](#) details the modules available through Allegiance and which licence category they apply to. All applicants for pre-licence security must also complete a workcover approved Senior First Aid Certificate.

After Enrolment (see: [2.3 Security Course Enrolment](#)) students must meet attendance requirements, pass all examinations and show sufficient knowledge and skills in the course material in order to receive their certificates. Certificates must be sent off to the SIR with at least two (2) character references and an application form in order to receive their provisional security licence. For more information on getting your security licence go to www.police.nsw.gov.au and read the Police Fact Sheets.

For more information on the assessment processes see: [3.1 Training Assessment Process](#).



2.2.ii – Security Licence

All persons who hold a Provisional Security Licence are required to undergo one (1) year of relevant workplace experience in order to become fully licensed. During this time students are required to complete four (4) assessments that enable them to acquire their **Certificate II and III in Security Operations** for their relevant vocation.

If you currently hold a security licence and require an RPL or wish to know more about the RPL process please see 3.2 RPL Process, for more information.

2.3 Enrolling in Security Courses

Applicants for security courses must fill out an *Application for Enrolment Forms* in which they must signify their agreement to the policies and procedures outlined in this handbook and complete an *Authority to Release information Form* – which must be signed before the enrolment process may continue. This allows us to undertake internal assessment procedures necessary for the completion of the course.

All applicants are expected to have a reasonable command of the English language and of basic numeracy in order to be considered eligible for security training (see: [2.4 Client Selection Criteria](#)). This involves a completion of a literacy and numeracy test. Please note all failures of literacy and numeracy test *must* be reported to the Security Industry Registry (SIR).

The next step requires appropriate Identification to be sighted. A form of photo ID from a statutory or government body (e.g. a passport or drivers licence) *must* accompany every application. Furthermore proof of citizenship must be included on top of photographic ID that matches one of the below specification:

Australian Born Citizen – Birth Certificate
Naturalised Citizen – Citizenship Certificate
New Zealand Citizen – New Zealand Passport (with latest visa stamp)
Permanent Resident – Passport (with latest visa stamp)

These are the only acceptable forms of ID - *No negotiation will be entered into. **ID's must be originals – not photocopies.***

Once all forms have been completed and all ID has been sighted and photocopied the applicant will be given a *P607 form*. *P607 forms* are a criminal history background check and are sent to the SIR for review (See [2.4 Client Selection Criteria](#) for more information). A student may not begin training until a *P607* has been sent - and come back approved.

At this stage all students are required to pay a \$100 deposit. The deposit is non-refundable and covers administration costs (SEE: [4.8 Payments and Refunds Policy](#)). *P607 forms* will not be sent until the deposit has been paid – in the event that a student is not-approved by the police the refund policy still applies and the \$100 deposit is non-recoverable.

No student may begin security training until full course fees have been paid (SEE: [4.8 Payments and Refunds Policy](#)).

2.4 Client Selection Criteria

For **Certificate I, II and III in Security Operations** there is a selection criteria in place that is enforced by the SIR. All applicants must undergo a police criminal history background check. Persons who have committed offences prescribed on the *P607 Form* will not be allowed to undertake security training. Furthermore, in order to get their security licences (after completing relevant training) students must be fingerprinted.



3. Assessment Process

3.1 Training Assessment Process

Note that this section describe the Assessment Process involved in training and not Recognition of Prior Learning which is described in [3.2 RPL Process](#) below.

The assessments process involves three main components:

Classwork (including Attendance)
Assessments
Examination

3.1.i – Class Work

Students are expected to contribute to class discussions, complete all given classwork and attend class for the required hours. Students are actively expected to engage in a classroom environment and complete all work set out by their instructors.

Please note that students who fail to meet attendance requirements will be failed. Allegiance Training Group Understands that occasionally students may entre into difficulty preventing them from attending, and it is necessary that students discuss with their trainer alternate times to complete the required hours.

3.1.ii – Assessments

Students will be given assessments directly related to their classwork. Time in class may be given to complete these assessments but it is expected that the bulk of them will be finished in the students own time. How much time is weighted between in class and at home assessment varies between the programs of training, please speak to a trainer for more information. Assessments are graded and passing grades are required for attainment of relevant units.

3.1.iii – Examination

In most cases examination of students will be conducted by a written test at the end of each unit (or relevant grouping of units). Examinations are the final step involved in receiving a statement of attainment for specific units.

3.2 RPL Process

Allegiance is required by AQTF guidelines to allow for all Qualifications to be attained through Recognition of Prior Learning or Recognition of Current Competency as acquired in the workplace. However – the SIR will *not* permit anyone to complete a **Certificate I in Pre-Licence Security** through the RPL process. Therefore no RPLs apply to **Certificate I in Security Operations**.

RPLs and RCCs allow Allegiance Assessors to certify competency of a student in units of training if they are currently working (or have recently worked) in a relevant position showing (with evidence) that they are competent in the specified units.

All students wishing to apply for an RPL/RCC must go through the regular enrolment process (where applicable) detailed in [2.1 Enrolment Process](#), this includes filling out an **Application for Enrolment Form** including **Authority to Release Information Form**.



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Please note, students wishing to complete an RPL/RCC for Certificate II & III in Security Operations must have their security licence sighted and photocopied – with the photocopy attached to all enrolment information. All Certificate II & III in Security Operations RPL/RCCs must be accompanied by a completed Authority to release form and a passed Literacy and numeracy test. *All failures of the Literacy and Numeracy must be reported to the SIR.*

During the enrolment process students must complete a Student Completion Checklist for RPL indicating which units the candidate is undertaking. It is vital that the units indicated are the same as the RPL kit.

After completing the enrolment process – and once FULL payment is made - students are given an RPL kit. The kit lists all the Units of Competency relevant to a qualification and the information required. RPL kits are to be returned to assessors with documentary proof from current employer (RCC) or recent employer (RPL) of competency in each unit. The documentation provided by the students must be:

- *Authentic*
- *Current*
- *Valid*
- *Sufficient*

Proof of all four points must be included in each instance of documentation in order for it to be accepted by Allegiance Assessors.

Once enrolment has been completed and students issued with RPL kits they have two (2) months to return completed kits with all documentation to Allegiance. Once kits have been returned they have one (1) month to come in for an interview with an Assessor. The interviewer will go through their documentation and ask questions to confirm the four previously mentioned points in person. If the documentation is not found to be complete for certain units students will have until the remainder of the month to collect supplementary documentation.

If the student does not return the RPL kit within two (2) months or attend an interview (and if necessary provide supplementary documentation) within one (1) month they will be deemed NOT YET COMPETENT in all units that are still pending information.

Please note – for security courses Allegiance is required to report all results of NOT YET COMPETENT to the SIR.

Students who are deemed Not Yet Competent are required to attend Gap Training in order to receive the qualification. Gap training may cover simply the units they are not yet competent in or the entire course/qualification.



4. Policies, Practices and Procedures

4.1 Code of Practice

Allegiance Training Group will:

- Maintain Adequate and Appropriate insurance, Including Public Liability and Work Cover.
- Advise VETAB of any changes to the organisation registration information.

Admission Processes:

- Provide timely and appropriate information, advice and support services to assist clients in achieving their identified outcomes.
- Ensure no unnecessary barriers for entry into training or assessment services. We will follow only nationally set entry requirements that are based on competence, NOT personal characteristics such as: race, extraction, gender, age, disability, marital status, sexual orientation, criminal record (except when required by law), religious and political beliefs or social background.
- Ensure enrolment processes will be fair, equitable and accessible to all potential clients and include:
 - o Admission procedures and other given advice; including fees, charges and any other requirements are to be discussed with the client
 - o Dissemination of client service standards
 - o Dissemination of access and equity policy
 - o Advice on Recognition of Prior Learning and Recognition of Current Competency
 - o A contact for disputes and grievances

Marketing Policy:

- Operate within the National Operational Protocol for Marketing of Registered Training. For our **Ethical, Accurate and Clear Marketing Practices** Allegiance Training Group will:
 - o Gain a client's written permission before using information about that individual in any marketing materials, including endorsements and personal images.
 - o Accurately represent recognised training products and services to prospective clients
 - o Ensure clients are provided with full details of conditions in any contractual arrangements between two parties.
- Where Allegiance Training Group advertises as a Registered Training Organisation we will:
 - o Clearly identify services covered by the recognised scope of registration
 - o In all advertisements Identify and correctly name nationally recognised products separately from courses recognised by other bodies (e.g. industry bodies) or without recognised status.

Delivery:

- Ensure delivery features used are competency based training and adult learning principals, encouraging maximum participation.
- Ensure physical resources and personnel used in training meet the relevant training specifications.
- Ensure training and assessment activities will meet the needs of individuals by being:
 - o Flexible in approach
 - o Geared to different learning styles
 - o Based on adult learning principles
 - o supportive
- Ensure students are provided with additional assistance if required. This could be in the form of mentorship or referral to appropriate services such as TAFE literacy and numeracy services.



Assessment:

- Ensure it's assessment activities and processes comply with National Assessment Principles of the Australian Recognition Framework, assuring industry relevant qualifications, consistency, quality, national recognition and provision for recognition of current competencies, regardless of where these have been acquired.
- Ensure that physical resources and personnel used in activities and processes meet the requirements of the relevant training specifications.
- Ensure that assessment processes are valid, reliable, flexible and fair.
- Practice assessments that draws on all available resources of evidence by Recognising Prior Learning gained from workplace experience, life experience, informal learning, formal learning, both on and off-the-job.

Complaints Procedures:

- At all times maintain a clearly structured and documented Complaints and Appeals Process to allow a series of review mechanisms in the even of disagreement. This document will be disseminated prior to commencement of any training and/or assessment services.

Fees and Charges:

- Ensure to maintain documented and transparent policies for fees, charges and refunds. Fees and conditions will be made clear prior to enrolment.

Management Practices:

- Apply to qualify focus on its operations as a Registered Training Organisation, continually working to improve it's activities in all areas, including the core activities of training, assessment and issuance of qualifications, as well as the support activities of client record management, business management, administration and marketing.
- Practice ongoing consultation and feedback processes in all activities in support of it's quality focus.

Quality Assurance and Continuous Improvement

Allegiance Training Group pledges to adopt a quality assurance and improvement system which includes clearly documented procedures for managing and monitoring all training operations and reviewing all stakeholder satisfaction.

Access and Equity

Allegiance Training Group is committed to providing services that incorporate access and equity principles, to ensure that all clients are treated with respect and without discrimination. Allegiance has developed and implemented policies to incorporate access and equity principles and adhere to relevant legislation and guidelines.

Legislation and Regulatory Requirements

Allegiance Training Group will:

- Abide by all relevant legislative requirements
- Maintain adequate and appropriate insurance
- Comply with OH&S, anti-discrimination acts and relevant bodies' regulatory and legislative requirements.



4.2 Occupational Health & Safety

Allegiance Training Group is committed to ensuring the health, safety and welfare of all persons. It is the policy of this company to give the highest priority to the protection and safety of its employees, visitors, contractors and clients.

In order to achieve this objective, Allegiance Training Group has in place the following systems:

- Identification of all hazards and risks
- Implementation of safe work procedures
- Training, information and supervision provided to all employees
- Effective communication of all policies to employees
- Increasing OH&S awareness amongst employees
- Compliance with all relevant legislative requirements, regulations and codes of practice

All management and staff are responsible for carrying out their assigned duties in a safe and proper manner and to report to any unsafe work methods, systems or conditions to the Managing Director (or direct supervisor) *immediately*.

Safe workplaces are maintained through cooperation and participation of *all* employees and clients.



4.3 Privacy Policy and Procedure

Allegiance Training Group is committed to conducting its business in a way that ensures we safeguard staff and student personal information, respect confidentiality and store information securely as guided by The Privacy Amendment Act 2000.

We will collect only that information which is necessary for each students training.

We will collect only that information which is necessary for each staff members employment.

Allegiance RTO will maintain security of information at all times. Written information will be stored securely where unauthorised people do not have access. Verbal information will be disclosed in a confidential manner. Archived material will be stored securely. Electronic information will be password protected.

Students and staff may have access to their personal files, when asked, within a reasonable time frame eg office hours. Appropriate personnel, who have signed a confidentiality agreement, only access this information.

If students or staff wish to obtain further information about the current legislation it can be accessed through the following website www.privacy.gov.au/act.

Students sign an authority to release information if we need to access information for various needs. For example if documents are needed for quality control purposes.

Destruction of student information when it is no longer needed, and after a period of 30 years, and staff information when it is no longer needed, and after a period of 7 years, will be by shredding, either on site by employees or by a contracted waste disposal contractor whose contract will specify strict security and confidentiality while processing.



4.4 Emergency Policy and Procedure

4.4.i – Policy

It is the policy of Allegiance Training Group to provide an environment and safe systems that will minimise injury to students, staff and visitors to the training facility and reduce damage to building and equipment. We are guided by all relevant legislation, including The Occupational Health & Safety Act 2000.

Students, staff, and visitors are informed of emergency procedures through student and staff handbooks and the display of emergency flip charts and evacuation plans prominently displayed throughout the training facility.

4.4.ii – Procedures

In the event of an emergency the most senior person at the facility will assume the role of the person in charge, who will inform the Manager as soon as possible. The person in charge will manage the emergency in accordance with emergency procedures and will liaise with emergency services on their arrival.

Staff, students, volunteers and visitors are expected to follow all reasonable direction of the person in charge. All staff, including the person in charge, are not authorised to discuss any emergency with the press or general public. All enquiries are to be directed to the Manager.

Following any emergency, staff will be expected to participate in a debriefing to assess the management of the emergency and identify areas requiring improvement.

Following an emergency of a significant nature, Allegiance Training Group Pty. Ltd. will arrange and/or provide appropriate counselling to all those affected by the event.



4.5 Fees, Payments and Refunds Policy

Allegiance Training Group strives for fairness to all clients, ensuring that those whose payments are made in a timely manner are given diligent services in exchange for payment. In order to be fair to all participating clients, all course fees must be paid *prior* to commencement of training.

The following conditions apply to all students:

- Each course has a non-refundable administration fee in the form of a deposit. Please refer to each *individual* course information sheet for a description of non-refundable fees.
- All payments must be made at least seven (7) days prior to commencement of training. Any payments made within seven (7) days (or after course commencement) will incur a 25% late fee.
 - o In the event that approval of training is awaiting a regulatory body (e.g. the SIR), payments must be made upon receiving approval from that regulatory body. If approval is received the student has two (2) days to make full payment. After those two (2) days, the standard late fee will apply (if applicable)
- Each course has a non-refundable administration fee in the form of a deposit. Please refer to each *individual* course information sheet for a description of non-refundable fees.
- In the event that a student is unable to attend, a substitute nomination is welcome at no additional charge provided all required paperwork is completed and approved.
- A full and prompt refund will be made in the event of a written advice of withdrawal up to seven (7) days prior to the training; this refund does not include the non-refundable administration fee.
 - o Alternatively, the payment may be credited towards another training program
- No refunds will be issued for cancellation within seven (7) days of course commencement or after course commencement
- In the event of unforeseen circumstances Allegiance Training Group reserves the right to cancel/postpone any training program. Every effort will be made to transfer nominees of cancelled programs to the next available time. Full refunds will be issued to any persons who's training program has been indefinitely (or permanently) cancelled.

Allegiance Training Group strives to ensure equity for all clients and students and as a result the payments and refunds policy applies to everyone. We understand that external pressures may sometimes cause a burden on individuals and are happy to enter into discourse with persons affected by adverse circumstances. Whilst Allegiance Training Group cannot guarantee a solution to all problems, we will strive to reach a compromise with clients wherever possible.

When training merchandise (videos, posters, workbooks, etc) is purchased from Allegiance Training Group, full payment is required prior to dispatch of any goods. A seven (7) day change of mind refund applies to all goods provided they are returned in *original condition* at customer's expense. Refund for change of mind does not cover cost of shipping. If goods dispatched from Allegiance are faulty or DOA (Dead on Arrival), a full refund or exchange will be offered.



4.6 Recognition of Prior Learning and Current Competency Policy

In compliance with AQTF Guidelines and Standards Allegiance Training Group offers Recognition of Prior Learning on all courses under our scope. We encourage training earned in the VET sector through workplace experience and on-the-job training, as well previous formal and informal training relevant to the units for which RPL and RCC are applied.

Allegiance Training Group will strive to work with students to find out if they are suitable for the RPL/RCC process and to ensure enrolment and processing are completed in an efficient and timely manner.

Please refer to [3.2 RPL Process](#) and [4.1 Code of Practice](#) for further details and practices of Allegiance Training Group in Recognising Prior Learning.

Please be advised that the SIR will not issue a clearance for students to complete Certificate I in Pre-Licence Security through the RPL process. Persons who have let their Security Licences and Qualifications Expire are required to go through the Pre-Licence Security process.



4.7 Recognition of Qualifications Policy

Allegiance Training Group recognises and accepts the credentials issued by another Registered Training Organisation based in any State/Territory within Australia in accordance with the AQTF.

This includes all Statements of Attainment for specific modules or units of competency, or completed qualifications from Certificate I to Advanced Diploma in accordance with the AQTF standards and Guidelines.

Procedure

On a student's application for recognition of other qualifications/statements of attainment/units of competency indicated by the student on the enrolment form will trigger our office to carry out the following

- Site the document either qualifications/statements of attainment/units of competency.
- retain a copy of the original on the student file
- Contact the RTO that appears on the document to validate document and request a fax or make a written notation on the copied document of the RTO's reply.
- All documents that are verified as issued by the RTO and that RTO being currently registered with the NTIS (www.ntis.gov.au/) or registered with the NTIS when the qualifications/statements of attainment/units of competency was issued shall be given advanced standing for that qualification/statement of attainment/unit of competency (this process was formally termed mutual recognition)



4.8 Complaints, Disputes & Appeals Policy and Procedure

Allegiance Investigations & Security Services has an assessment appeals process. Trainers must be aware of the appeals policy and process, and assist students in this regard. However, in each case try to suitably resolve any disagreements before the need exists for a student to lodge an official grievance. Be sensitive when handling any grievances. You represent the training organisation and thus must ensure that you understand and comply with all our ethics and policies.

The Assessment and Appeals policy and procedures is recorded manually in the Allegiance Investigations & Security Services P/L – RTO Policies and Procedures Manual and electronically under Allegiance RTO Documents.

Students have the right to appeal any decision made by Allegiance Investigations & Security Services if:

they believe that the assessment is invalid
they feel that the process was invalid, inappropriate or unfair

Appeals may relate to the assessment process (and not necessarily the result).

Before the client appeals, they are encouraged to discuss the matter with us as close to the incident event they are appealing as possible.

They are then able to lodge a formal appeal if still unhappy. This must be done within 7 days of the initial discussion, on the *Assessment Appeal Form*.

Once a formal appeal is lodged we will appoint a third party in an attempt to resolve the issue. Any decision recommended by this party is not binding to either party in the dispute.

If they are still not satisfied another registered provider in the same curriculum area will be appointed to arbitrate and reassess you if necessary.

If no satisfactory solution is reached they can appeal to VETAB, this State's Registering/Course Accrediting Body.

They have the right to a "support person" to be involved at all times during the process.

Grievance procedure:

We aim to provide high quality service and welcome client feedback in all aspects of the RTO. The trainer/assessor and/or course coordinator are to encourage client feedback and for the students to raise concerns of any kind.

Students are encouraged to raise their concerns with the trainer in the first instance.

If the student is not satisfied with the outcome, or not happy to discuss the issue with the staff member concerned, they are also encouraged to contact the course coordinator directly.

If a satisfactory solution is not reached an impartial, independent person will be called in to assess the situation.

If, after the following the above procedure and after mediation, the complainant still believes his/her grievance has not been addressed, external assistance may be sought.



4.9 Student Welfare and Support

Information for students

Persons who find that during their study they are having difficulty progressing are asked to inform their trainer. The trainers are experienced and skilled in providing appropriate support. It is asked that if you have any issues, please raise it with them. Trainers may be able to make suggestions and options to complete your assessments, offer of special training sessions or training resources, provide referral to specific support organisations

Information for trainers

Students who are not progressing at an expected standard, who appear to be under extreme pressure or with special circumstances should be identified by the trainer. You should take appropriate steps to ensure student support and welfare is addressed including

Suggestions and options to improve performance

- Encourage clients to read all student material
- Encourage client to interact with other clients who have a greater level of knowledge and skill on the subject.
- Encourage client read supplementary material

Special Resources

(These tests are to ensure the student can identify their own weakness for themselves)

- Self-assessment test
- Vocabulary test
- Trails of assessment task

Referral to specific support organisations

- Community health services-for health related issues
- Department of racial and ethnic affairs
- Department of employment education and training

Please note links to resources will be located on the www.allegiancetraining.com.au website.

Identifying difficulties in class

- Inappropriate responses
- Not completing workbooks or student activities
- Inability or tendency not to contribute to group discussions

Please note: Special considerations for alternate means of payment client is to speak to the administration department

Procedure

- Identify student with learning difficulty
- Discuss issue with client outside of class situation
- Identify cause of learning difficulty
- Provide alternatives for student
- Document the discussion and the advice



4.10 Access and Equity Policy

Allegiance Training Group Pty is committed to providing services that incorporate access and equity principles, to ensure that all clients are treated with respect and without discrimination and as a result has developed and implemented policies to incorporate access and equity principles and adhere to relevant legislation and guidelines.

We will ensure that:

- In the development and provision of our training and assessment services, the following principles are adopted and implemented at all times.
- Everyone is entitled to high quality education, assistance, training and assessment that provide recognised credentials and clear pathways to employment and lifelong learning.
- In the allocation of the organisation's resources, and whilst recognising corporate objectives and responsibilities, consideration is given to narrowing those gaps in education and training outcomes that reflect need and prevailing social inequalities.
- The diversity of the population is recognised and valued by inclusive approaches to the development, provision and evaluation of our training programs and the assessment of our clients.
- A demonstrated commitment to these equity principles and practices is a core responsibility for Allegiance staff involved in the development, assistance, provision, assessment and evaluation of our training programs.
- Allegiance Training Group Pty. Ltd. will ensure a link between resources, access, delivery, participation, assistance, assessment and outcomes to achieve equity, these principles will be applied in three main ways:
 - Equity principles will be built into all education, training and assessment services
 - Available resources will be clearly linked to the achievement of better and more equitable participation and outcomes and,
 - Specific measures will continue to be provided to assist all learners and groups to maximise their outcomes from the education and training provided.



4.11 Bullying and Harassment Policy

Allegiance Investigations & Security Services will not tolerate any form of bullying or harassment.

Every person working for, or providing services to, or undertaking training with, Allegiance Investigations & Security Services has the right to a comfortable and safe workplace and training environment that is free from bullying and harassment.

It is against anti-discrimination law for any person to bully or harass:

- A job applicant
- Another employee
- A customer or client
- Any other visitor to the workplace

Bullying and harassment that make workplaces unsafe may also be against occupational health and safety. Some types of bullying and harassment, such as sexual assault, stalking and harassing phone calls are also against criminal law, which means the police may prosecute the person responsible.

Bullying may occur between any two or more people who work for, or who are undertaking training with, Allegiance Investigations & Security Services. This includes employees, contractors, students, volunteers and any other person who provides a service to Allegiance Investigations & Security Services.

Everyone who works for Allegiance Investigations & Security Services must make sure that they do not bully or harass anyone else. They must also make sure that they do not encourage any form of bullying or harassment.

All managers and trainers must do their best to prevent bullying and harassment happening within their teams and learning environment, must intervene when any bullying or harassment happens or when they suspect bullying or harassment is happening, and must help resolve any bullying or harassment complaints that come to them.

Bullying or harassment of anyone in contravention of this policy will result in disciplinary action. A serious contravention may result in termination of employment.

Harassment is any type of behaviour that:

- The other person does not want and does not return, and
- Offends, embarrasses, puts down (belittles), or scares them, and
- Is either sexual, or targets them because of their (or their relative's, friend's or colleague's) race, ethno-religion, sex, pregnancy, marital status, age, actual or presumed transgender, actual or presumed homosexuality, actual or presumed disability, or actual or presumed carers' responsibilities.

Bullying is any type of behaviour that:

- Puts down (belittles), scares, or offends someone, and
- Could put their health, safety or welfare at risk. This includes their psychological or emotional health.

If you believe you are being harassed or bullied:

- If you can, tell the other person that you find their behaviour bullying or harassing and that you want the behaviour to stop. Do not bully or harass them back.
- If this does not stop the behaviour, or you don't feel able to say anything to the person or people doing it, report the matter to your trainer, manager, or HR Manager, so that they can do something about it.
- Do not gossip about the behaviour with anyone else as this could lead to a defamation charge. The person you report the matter to will tell you who can provide you with support and/or counselling.
- Every attempt will be made to protect you from victimisation because you complained about bullying or harassment. Victimisation is a breach of this policy and if proven will be disciplined.



4.12 Equal Opportunity and Anti-Discrimination Policy

Allegiance Training Group is an equal employment opportunity (EEO) employer and trainer.

Every person working for, or applying for a job at, or training at, Allegiance Training Group Pty has the right to an equal employment and/or training opportunity ("a fair go") in everything to do with us.

This policy includes employees, contractors, students, volunteers and job applicants.

Allegiance Investigations & Security Services will not tolerate discrimination or harassment against anyone who works for, or applies for a job at, or trains at Allegiance Investigations & Security Services. Managers, Supervisors, Trainers and Assessors, in particular, must take care that they provide fair and appropriate opportunities to, and do not discriminate.

Discrimination against anyone in contravention of this policy will result in disciplinary action. A serious contravention may result in termination of employment.

Victimisation or targeting someone because they complained about discrimination, or supported someone else's discrimination complaint, is a breach of this policy. If proven it will result in disciplinary action. A serious breach may result in termination of employment.

In general, discrimination is when someone makes an **unfair decision** about someone else - that is, a decision that is unfair in relation to their, or their relative's or associate's:

- Sex
- Marital status
- Pregnancy
- Race
- Ethno-religion
- Age
- Actual or presumed physical, intellectual, or psychiatric disability or illness
- Actual or presumed homosexuality
- Actual or presumed transgender (where someone lives, or wants to live, as a member of the opposite sex), or
- Actual or presumed responsibility to provide care or support for a child or adult - that is, your or your relative's or associate's 'carer's responsibilities'