



# **Student Handbook**

**Victorian Protective Services Group**

**TOID: 22604**

**Phone: 03 83152711**

**Website: [www.vpsg.com.au](http://www.vpsg.com.au)**

This page is intentionally blank.

## TABLE OF CONTENTS

Welcome.....	4
Studying Through Victorian Protective Services Group .....	4
Contact Details .....	4
Courses Provided by Victorian Protective Services Group .....	4
Unique Student Identifier (USI).....	13
Selection and enrolment .....	13
Fees and charges .....	13
Refunds .....	14
Recognition and Credit Transfers.....	14
Recognition of Prior Learning .....	15
Your course and assessment .....	15
Student Plagiarism, Cheating and Collusion .....	16
Support services .....	17
External Support Services .....	17
Your feedback .....	20
Course induction .....	20
Student conduct and general housekeeping.....	20
Student Code of Conduct .....	20
Legislation and you .....	21
Access to your records.....	23
Complaints and appeals .....	24
Issuing of Qualifications and Statements of Attainment.....	25
Student Safety .....	26

## **WELCOME**

*Welcome to our College!*

Victorian Protective Services Group is a Recognised Training Organisation (RTO), delivering Nationally Accredited, specialised industry training for people considering employment within the Security/Risk Management and/or Vocational Education Industry.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes at a comfortable level to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Student Information Handbook is to introduce you to the services available to you at our College.

All Trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

## **STUDYING THROUGH VICTORIAN PROTECTIVE SERVICES GROUP**

Victorian Protective Services Groups' (Training) vision is to help students that are "good" at what they do, become "excellent". Training tomorrow's leaders.

Victorian Protective Services Group (Training) has a mission to provide the highest quality and most cost-effective training whereby all learners will achieve. Victorian Protective Services Group (Training) will continually update and improve its level of services to ensure that only the best and most relevant services are offered to its clients.

## **CONTACT DETAILS**

*Postal address 3/37 Warrington Crescent Deer Park Vic 3023*

Telephone: 03 8315 2711

Website: [www.vpsg.com.au](http://www.vpsg.com.au)

Email: [team@vpsg.com.au](mailto:team@vpsg.com.au)

## **COURSES PROVIDED BY VICTORIAN PROTECTIVE SERVICES GROUP**

Victorian Protective Services Group offers the following courses:

Scope of Registration:

- CPP20212 Certificate II in Security Operations (Crowd Control & Unarmed Guard)
- CPP20212 Certificate II in Security Operations (Control Room Operator/Monitoring Centre Operator)
- CPP30411 Certificate III in Security Operations (Combined Armed Security Guard and Cash-in-Transit)
- CPPSEC3014A Control persons using batons
- CPPSEC3015A Restrain persons using handcuffs
- CPP30607 Certificate III in Investigative Services
- CPP40707 Certificate IV in Security and Risk Management

## **Eligibility for a private security licence requirements**

### **Eligibility for a private security licence**

To ensure the safety of all Victorians, there are minimum standards that all licence applicants are required to meet before they are eligible to perform work within the private security. These requirements are outlined in the relevant form.

To be eligible for a private security licence in the State of Victoria, you must:

- Be 18 years or over
- Be a resident of Australia or be the holder of a current visa (with relevant work rights)
- Be subject to a National Police Check which requires the **taking of your fingerprints\***
- Not be a prohibited person
- Be a fit and proper person. This includes not having any medical condition or history with police that would hinder your employment within the industry
- Demonstrate competency for working in the security industry by way of completing training relevant to the private security activity or activities you wish to be licensed for
- Provide 2 written references outlining your suitability for employment within the private security industry

### **Requirement to be fingerprinted**

From 4 July 2011, new legislation introduces a requirement that all persons in relation to a private security licence application (both individual and business) undergo a National Police Records Check (including National name check and fingerprint records search).

This requirement applies to:

- new private security licence applications; and
- certain persons associated with private security business licences (i.e. nominated person, officers of the body corporate including the director(s), secretary, executive officer(s) and any close associates).

All persons that fall into the above category **must**:

1. Arrange to complete their National Police Records Check (including National Name Check and fingerprint records search) prior to lodging their application; and
2. Attach an original copy of the National Police Records Check Certificate to your application and submit your completed application to the Licensing & Regulation Division. In the case of an application for a private security business licence, Certificates must be supplied for each person associated with that business licence.

## **Certificate II in Security Operations - Crowd Control & Unarmed Guard**

## **CPP20212 Certificate II in Security Operations (Crowd Control & Unarmed Guard)**

To begin work in security, you first need to complete the entry-level Certificate II in Security Operations, which will give you the skills you need to fulfill the requirements of a Victorian Security Licence.

This course will lead to an entry-level position in the security industry as an unarmed guard or crowd controller, and from there to a long-term, well-paid career.

The types of security work available include:

- Mobile Patrol
- Guardhouse/Gatehouse
- Corporate Security
- Retail Security/Loss Prevention
- Licensed or gaming premises

**Duration of course:** 17 days full time

### **CERTIFICATE II - COMBINED UNARMED GUARD & CROWD CONTROL**

CPPSEC1003A Apply security procedures for the responsible service of alcohol  
CPPSEC2001A Communicate effectively in the security industry  
CPPSEC2002A Follow workplace safety procedures in the security industry  
CPPSEC2003B Work effectively in the security industry  
CPPSEC2004B Respond to security risk situation  
CPPSEC2005A Work as part of a security team  
CPPSEC2006B Provide security services to clients  
CPPSEC2010A Protective safety of persons  
CPPSEC2011B Control access to and exit from premises  
CPPSEC2012A Monitor and control individual and crowd behaviour  
CPPSEC2014A Operate basic security equipment  
CPPSEC2015A Patrol premises  
CPPSEC2017A Protective self and others using basic defensive techniques  
CPPSEC3002A Manage conflict through negotiation  
CPPSEC3005A Prepare and present security documentation and reports  
CPPSEC3013A Control persons using empty hand techniques  
CPPSEC3017A Plan and conduct evacuation of premises  
HLTFA311A Apply first aid or HLTFA301C Apply first aid  
TLIE2007A Use communication systems

### **19 Units**

## Certificate II in Security Operations - Control Room Operator

### CPP20212 Certificate II in Security Operations (Control Room Operator)

The primary role of a Control Room Operator is to monitor activity at sites to support clients, security officers and staff who work in a large complex. In the event of an emergency the Control Room Operator will liaise with the emergency response units and officers on the ground. The operator will use software and CCTV systems to monitor alarm activations at commercial, residential or other forms of infrastructure.

The types of security work available include:

- Control Room Operator
- Monitoring Centre Operator
- Guarding duties such as patrolling
- Supervision of manpower operatives

*Please note:* Some students may hold the majority of these units of competency from the unarmed guard/crowd control qualification and choose to do the extra 4 units of competency to qualify as a Control Room Operator.

**Duration of the *four units in italic*:** 4 days full time

#### CERTIFICATE II - CONTROL ROOM OPERATOR

CPPSEC2001A Communicate effectively in the security industry  
 CPPSEC2002A Follow workplace safety procedures in the security industry  
 CPPSEC2003B Work effectively in the security industry  
 CPPSEC2004B Respond to security risk situation  
 CPPSEC2005A Work as part of a security team  
 CPPSEC2006B Provide security services to clients  
 CPPSEC2014A Operate basic security equipment  
 CPPSEC2018A *Monitor electronic reporting facility*  
 CPPSEC3012A *Store and Protective information*  
 CPPSEC3020A *Monitor security from control room*  
 CPPSEC3021A *Maintain and use security database*  
 HLTF311A Apply first aid or HLTF301C Apply first aid  
 TLIE2007A Use communication systems

**13 Units**

#### CERTIFICATE II - MONITORING CENTRE OPERATOR

No Training Required

## Batons and Handcuffs

It is a requirement in the State of Victoria, that a licensed Crowd Controller / Security Guard / Bodyguard, who carries a baton and/or handcuffs for their employment hold a current certification and authorization from their employer.

*The Control of Weapons Act 1990 divides non-firearm weapons into three basic categories; prohibited weapons, controlled weapons and dangerous articles. As batons and body armour fall within the scope of this Act, and handcuffs restrict a person's freedom of movement, you may purchase, possess, carry, or use these articles whilst working in the private security industry only under certain conditions.*

At the time of renewal, all Victorian private security licence holders will have the following generic condition added to their licence:

Individual Licences: The licence holder is not permitted to carry or use security equipment, being a baton and/or handcuffs, unless the licence holder has the approval of the licence holder's employer and has undertaken training relevant to that security equipment from an approved security training organisation.

- CPPSEC3014A Control persons using batons
- CPPSEC3015A Restrain persons using handcuffs

**Duration of the two units:** 3 days full time

## Certificate III in Security Operations - Armed Guard and Cash-in-Transit

### CPP30411 Certificate III in Security Operations (Combined Armed Security Guard and Cash-in-Transit)

This course is designed to train security guards who wish to work in collection, transfer and/or delivery of cash or other valuables. This course teaches you how to pre-plan your operations to avoid injury to yourself and others and to conduct risk assessment in line with the cash-in-transit code of practice.

When your training is completed you will need to submit the certificates to Licensing Regulation Division of the Victoria Police to upgrade your security licence.

The Certificate III is a prerequisite for the following specialised courses, which will help you take your career further:

The types of security work available include:

- Armed Guard
- Cash in Transit
- ATM Work
- Drive crews of Armored Vehicles

*Please note:* Some students may hold the majority of these units of competency from the unarmed guard/crowd control qualification and/or hold the Certificate III in Security Operations without the armed guard/cash-in-transit units and choose to do the extra 6 units of competency.

**Duration of course for 6 units in *italic*:** 6 days full time

### CERTIFICATE III - COMBINED ARMED SECURITY GUARD & CASH-IN-TRANSIT

BSBFLM303C Contribute to effective workplace relationships  
BSBWOR301A Organise personal work priorities and development  
CPPSEC3001A Maintain workplace safety in the security industry  
CPPSEC3002A Manage conflict through negotiation  
CPPSEC3003A Determine response to security risk situation  
CPPSEC3005A Prepare and present security documentation and reports  
CPPSEC3006A Coordinate a quality security service to customers  
CPPSEC3007A Maintain security of environment  
*CPPSEC3008A Control security risk situations using firearms*  
CPPSEC3009A Prepare and present evidence in court  
CPPSEC3013A Control persons using empty hand techniques  
*CPPSEC3014A Control persons using baton*  
*CPPSEC3015A Restrain persons using handcuffs*  
CPPSEC3017A Plan and conduct evacuation of premises  
HLTFA311A Apply first aid or HLTFA301C Apply first aid  
*CPPSEC3050A Load and unload cash-in-transit in an unsecured environment*  
*CPPSEC3051A Implement cash-in-transit security procedures*  
*CPPSEC3052A Inspect and test cash-in-transit security equipment*

### 18 Units



## **Certificate III in Security Operations - Investigative Services**

### **CPP30607 Certificate III in Investigative Services**

Certificate III in Investigative Services is now a pre-requisite for Investigator licensing in all states of Australia. Students graduating from this qualification are able to apply for a Private Inquiry Agent Licence in all states subject to probity, character and any state specific requirements.

Training as a Private Investigator, you will be prepared for real life experiences and it will provide a healthy income for those that gain employment within the security industry.

This course provides basic knowledge of the Investigations industry in the following areas:

- Surveillance/Activity Review
- Circumstance/Factual Investigation
- Conducting Interviews
- Locating Subjects

The types of security work available include:

- Multiple industries with multiple identities in the investigative services field
- Undercover roles to determine foul play - this could be in the construction, government, council and private organisations industry

**Duration of course:** 23 days full time

### **CERTIFICATE III - INVESTIGATORS**

BSBFLM303C Contribute to effective workplace relationships  
BSBWOR301A Organise personal work priorities and development  
CPPSEC3001A Maintain workplace safety in the security industry  
CPPSEC3009A Prepare and present evidence in court  
CPPSEC3012A Store and Protective information  
CPPSEC3026A Work effectively in investigative services  
CPPSEC3027A Develop investigative plan  
CPPSEC3028A Compile investigative report  
CPPSEC3029A Provide quality investigative services to clients  
CPPSEC3030A Conduct surveillance  
CPPSEC3031A Organise and operate a surveillance vehicle  
CPPSEC3032A Gather information by factual investigation  
CPPSEC3033A Conduct interviews and take statements  
CPPSEC3034A Operate information gathering equipment  
FNSMCA304A Locate subjects

**15 Units**

## Certificate IV in Security and Risk Management

### CPP40707 Certificate IV in Security and Risk Management

Every business requires internal risk management or external risk assessment and monitoring for OH&S as well as the ability to apply for and acquire insurances such as Public Liability, Workers Compensation and Professional Indemnity.

This qualification provides training for work as a security consultant or for a person wishing to manage a security business. It is designed for individuals seeking to use well-developed skills and a broad knowledge base in security and risk management.

Areas covered in this qualification include:

- communication
- team effectiveness
- risk and threat assessment
- asset identification and security assessment
- workplace health and safety
- monitoring and reviewing security operations
- facilitating workplace briefings and de-briefings

LRD (Licensing and Regulation Division of Victoria Police) requirements for a Private Security Business Licence - Training requirements

- You must have either the Certificate IV in Security and Risk Management or membership to an Approved Security Industry Organisation.

**Duration of course:** Advised upon enquiry

### CERTIFICATE IV - SECURITY & RISK MANAGEMENT - CPP40707

#### BUSINESS THAT WILL OPERATE AS A MONITORING CENTRE OR CONTROL ROOM

##### Core Units:

BSBWOR401A Establish effective workplace relationships  
BSBWOR402A Promote team effectiveness  
BSBWOR404A Develop work priorities  
CPPSEC4001A Manage a safe workplace in the security industry  
CPPSEC4002A Implement effective communication techniques  
CPPSEC4003A Advise on security needs  
CPPSEC4004A Monitor and review security operations  
CPPSEC4005A Facilitate workplace briefing and debriefing processes  
CPPSEC4006A Assess risks  
CPPSEC4007A Assess threat  
CPPSEC4012A Identify and assess security of assets

Plus

BSBCUS401A Coordinate implementation of customer service strategies  
BSBITS401A Maintain business technology  
CPPSEC4009A Interpret information from advanced security equipment  
CPPSEC4010A Manage monitoring centres  
CPPSEC4011A Coordinate field staff activity from control room

## **Certificate IV in Security and Risk Management - continued**

### **BUSINESS THAT WILL EMPLOY CROWD CONTROLLERS OR SECURITY GUARDS**

#### **Core Units:**

BSBWOR401A Establish effective workplace relationships  
BSBWOR402A Promote team effectiveness  
BSBWOR404A Develop work priorities  
CPPSEC4001A Manage a safe workplace in the security industry  
CPPSEC4002A Implement effective communication techniques  
CPPSEC4003A Advise on security needs  
CPPSEC4004A Monitor and review security operations  
CPPSEC4005A Facilitate workplace briefing and debriefing processes  
CPPSEC4006A Assess risks  
CPPSEC4007A Assess threat  
CPPSEC4012A Identify and assess security of assets

Plus

BSBADM409A Coordinate business resources  
BSBCUS401A Coordinate implementation of customer service strategies  
BSBINN301A Promote innovation in a team environment  
BSBMGT403A Implement continuous improvement

### **BUSINESS THAT WILL EMPLOY INVESTIGATORS**

#### **Core Units:**

BSBWOR401A Establish effective workplace relationships  
BSBWOR402A Promote team effectiveness  
BSBWOR404A Develop work priorities  
CPPSEC4001A Manage a safe workplace in the security industry  
CPPSEC4002A Implement effective communication techniques  
CPPSEC4003A Advise on security needs  
CPPSEC4004A Monitor and review security operations  
CPPSEC4005A Facilitate workplace briefing and debriefing processes  
CPPSEC4006A Assess risks  
CPPSEC4007A Assess threat  
CPPSEC4012A Identify and assess security of assets

Plus

BSBADM409A Coordinate business resources  
BSBFIA402A Report on financial activity  
BSBITS401A Maintain business technology  
BSBSMB401A Establish legal and risk management requirements of small business

More information about any of the courses above, including up to date fees and charges, can be found in our course information brochures and website [www.vpsg.com.au](http://www.vpsg.com.au)

## UNIQUE STUDENT IDENTIFIER (USI)

### Unique Student Identifier (USI)- What is a USI?

If you're studying nationally recognised training in Australia from 1<sup>st</sup> January 2015, you will be required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

You can access your USI account online from your computer, tablet or smart phone anytime.

<http://www.usi.gov.au/students/Pages/default.aspx>

*Please note:* A USI must be supplied to VPSG prior to us being able to issue a Nationally Recognised Statement of Attainment

### Privacy Notice

---

If you do not already have a Unique Student Identifier (USI) and you want VPSG to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, VPSG will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

## **SELECTION AND ENROLMENT**

Victorian Protective Services Group accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form/Application Form.

If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification or work experience. You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Student Handbook on Recognition and Credit Transfer, as well as Recognition of Prior Learning.

On approval of your application, you will be sent an agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

## **FEES AND CHARGES**

You can find up to date fees and charges in our course information brochure.

These fees and charges will be shown in the agreement and in the tax invoice that you receive on enrolment. You can pay your fees by cheque, money order, credit card, direct debit and direct bank transfer.

Course fees include all administration, materials and tuition fees. Any optional text books or materials that may be recommended but are not required for completion of the course are not included in the course fees. Course fees also include up to 3 attempts at assessment per unit. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-sit the part of the course that the assessment relates to and pay a re-sit fee.

Depending on the course you have enrolled in, your fees will be charged in instalments. You must pay your fees within 14 days of receiving your invoice, unless you have contacted Victorian Protective Services Group to make other arrangements. It is important that you pay your fees on time to maintain your enrolment. If you are having difficulty with keeping up with payments, you must contact us at VPSG, Suite 4/147-151 Foster St Dandenong 3175 Phone: 03 8774 0693

Victorian Protective Services Group has a range of additional charges including:

- Fee for replacement testamurs \$20.00
- Re-sit fees \$50.00 per unit

## **REFUNDS**

Our refund policy is included in the agreement that you are required to sign to indicate acceptance of the offer of enrolment and all the terms and conditions specified.

Application fees are non-refundable.

The refund policy in the agreement sets out the circumstances in which you can apply for a refund as follows. As per Refund Policy:

- 9.1 Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to Victorian Protective Services Group in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.

Any request for refunds must be made in writing via email or letter to VPSG, Suite 4/147-151 Foster St Dandenong 3175. Students should state their reasons for requesting a refund and attach any relevant documentary evidence such as a medical certificate.

You will be advised of the outcome of your request for a refund in writing within 14 days and all refunds will be paid within 5 days of the advising you of the outcome of your request.

In unforeseen circumstances where Victorian Protective Services Group is unable to provide the course or where the numbers of students enrolling are insufficient to run the course, course fees will be refunded in full. Enrolled students will be contacted and will be offered a place in an alternative course or a full refund. Where an enrolled student elects to receive a refund, there is no need to request a refund in writing. A full refund will be made within 5 days of communicating with the enrolled student that the course will not be offered. Students who elect to enrol in another course will have their enrolment automatically transferred and a new agreement and tax invoice will be provided to the student.

## **RECOGNITION AND CREDIT TRANSFERS**

### **Recognition of qualifications and statements of attainment issued by another RTO**

Under recognition arrangements, any existing qualifications or statements of attainment that you have from another RTO and that directly match the units in the course you are enrolling in, will result in credit towards your course, saving you both time and money. All you need to do is to indicate on your enrolment form that you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your statement of attainment. There is no charge for this service.

### **Credit transfer**

You can also receive course credit for credit transfer which will be awarded for qualifications or statements of attainment that include unit/s that are not a direct match but align with the content from the units within the course that you are applying for. For example, some qualifications or statements of attainment may contain units that are from an older version of a Training Package but the content is considered equivalent. Students should indicate on the enrolment form that they are seeking course credit and provide certified copies of qualifications, including a record of results or a statement of attainment. There is also no charge for credit transfer.

## **RECOGNITION OF PRIOR LEARNING**

Recognition of Prior Learning (RPL) means that you can get course credit for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements.

Victorian Protective Services Group has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you choose to apply for RPL, you will be provided with a kit that will assist you in deciding whether you want to apply for RPL and that helps you to collect all of the evidence you will need to provide in order for us to assess your application. A trainer/assessor will also be available to assist you. Fees are applicable for recognition of prior learning and you will be advised of these fees on contacting us about an application for RPL.

For more information about submitting an application for RPL, contact us at Victorian Protective Services Group, Suite 4/147-151 Foster St Dandenong 3175.

## **YOUR COURSE AND ASSESSMENT**

The training and assessment offered by Victorian Protective Services Group focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace such as communication or health and safety or qualification specific skills.

Our course information brochures include the details of how we deliver the training to you, for example, classroom based training, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations including role plays.

### **Assessment**

At the beginning of your course, your trainer/assessor will discuss the assessments that you are required to pass, as well as the timing of the assessments throughout your course, including when assessment will be provided to you and dates for submission in the case of written assignments or projects. You will also be informed of the criteria against which you will be assessed.

Detailed student instructions are provided with each assessment and your assessor can also assist you with any questions you have in relation to completing your assessments.

Your assessment will be assessed as either Competent (C) or Not Yet Competent (NYC) and you will need to pass all assessments in a unit to achieve an overall outcome of Competent. If you are found not competent for one or more of your assessments, you can have 2 further attempts to complete the assessment and pass. However, if you are still not assessed as competent, you will need to redo the unit that you have not passed. This will incur a fee as identified in the fees and charges information. If you do not agree with the assessment decision, you can lodge an assessment appeal as described below.



## **Reasonable adjustment in assessment**

Some students may need modifications to assessments such as – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training resources and methods accessible e.g. providing learner workbooks in an audio format.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

## **Appealing assessment decisions**

If you are not satisfied with the decision made on your assessment, you can appeal the assessment decision. Formal assessment appeals should be in writing and made attention to Brett Sneddon (CEO). Include as much information as you can about your reasons for being unsatisfied with the assessment decision and if possible, let us know how you would like the matter resolved. We will get back to within 5 days of receipt of your assessment appeal and attempt to resolve the matter within 20 days. When we receive your appeal, we may contact you for further information and we may ask you to attend a face to face meeting. You are welcome to bring another person with you to this meeting for support.

Where a review of your appeal identifies that the assessment decision was unfair or incorrect, we will organise for another qualified trainer/assessor to remark your assessment. You will be advised of the outcome of the remark within 20 days.

Where a review of your appeal supports the original assessment decision, you will be advised of this including the reasons for the decision. If you are still not happy with the decision, you may make a complaint to the VRQA (Victorian Registration and Qualifications Authority) at [www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au). The VRQA does not investigate all complaints, however can refer you on to the agencies that do. VRQA cannot investigate refund disputes, however Consumer Affairs can.

## **STUDENT PLAGIARISM, CHEATING AND COLLUSION**

Victorian Protective Services Group has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

Where a student is suspected of plagiarising, cheating or colluding, Victorian Protective Services Group will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.



## **SUPPORT SERVICES**

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- Personal counselling

Contact us at 03 8774 0693 to discuss your support needs.

## **EXTERNAL SUPPORT SERVICES**

### **Reading and Writing Hotline**

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

### **Centrelink**

Telephone: 131021

Website: [www.centrelink.gov.au](http://www.centrelink.gov.au)

You may be eligible for funding assistance if you receive one of the following:

- Pensioner Supplement Allowance
- Youth Allowance

### **The Victorian Equal Opportunity & Human Rights Commission**

Telephone: (03) 9281 7100

Website:

<http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission's can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

## **EXTERNAL SUPPORT SERVICES**

### **Legal Aid Victoria**

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

### **Disability Rights Victoria**

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

### **Lifeline**

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

### **Kids Help Line**

Telephone: 1800 55 1800 Website: [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

### **Fair Work Australia**

Telephone: 1300 799 675

Website: [www.fwa.gov.au/index.cfm](http://www.fwa.gov.au/index.cfm)

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

### **Reach Out**

Website: [www.reachout.com.au](http://www.reachout.com.au)

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

## ***YOUR FEEDBACK***

Your feedback is important to us and assists in ensuring that our services meet your needs. Please help us by completing the surveys that are provided to you by your trainer/assessor throughout your course.

We also welcome feedback from you at any time by email/phone.

## ***COURSE INDUCTION***

On the first day of your course, you will be provided with an introduction to your course (course induction). The induction will provide you with specific details about your course study requirements, important dates and an opportunity to meet our staff and the other students in your course.

The induction will also provide you with important information about health and safety including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student. These are covered in the section on Legislation in this Handbook.

The induction also provides an opportunity for you to ask questions and to discuss your support needs or to arrange a private appointment to discuss these needs.

General housekeeping arrangements are also discussed as stated in the section below.

## ***STUDENT CONDUCT AND GENERAL HOUSEKEEPING***

As a student with Victorian Protective Services Group, we expect a certain standard of behaviour from you that includes:

- Being committed and motivated with regard to your learning
- Demonstrating a positive attitude to learning
- Contribute positively to discussions and activities in the classroom
- Ensuring you ask questions where you are unsure
- Treating others with fairness and respect
- Punctuality – arriving at training and returning from breaks on time.

Our housekeeping rules include:

- No eating during classroom time, you may drink water only. There are designated areas for eating and drinking.
- Switching off your mobile during training time.
- Leaving the training room neat and tidy – pick up any rubbish and put your chair back in place.
- You must not be under the influence of alcohol or drugs.
- No smoking on the premises.
- If you are unable to attend, telephone us to let us know that you will be absent.
- Ensure you are quiet in designated study areas.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

All students must comply with our Student Code of Conduct as follows.

## ***STUDENT CODE OF CONDUCT***

### **Students' Rights**

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Not be harassed, victimized or discriminated against on any basis.
- Learn in a supportive environment which is free from harassment, discrimination and victimization.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimized.
- Have their personal details and records kept private and secure according to our Information Privacy Policy.
- Access the information Victorian Protective Services Group holds about them, including those about participation and progress.
- Have their complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Victorian Protective Services Group on the client services, training, assessment and support services they receive.
- Be made aware of the legislation that impacts them due to their participation in vocational education and training.

### **Students' Responsibilities**

All students, throughout their training and involvement with Victorian Protective Services Group, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimize, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.

- Provide relevant and accurate information to Victorian Protective Services Group in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Progress steadily through their course in line with the course schedule.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Victorian Protective Services Group if any difficulties arise as part of their involvement in the program.
- Notify Victorian Protective Services Group if they are unable to attend a visit or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity.
- Refrain from smoking at training venues and on the premises of Victorian Protective Services Group.
- Make payments for their training within agreed timeframes.
- Comply with state and commonwealth legislation during their participation in vocational education and training.

## **LEGISLATION AND YOU**

As a student, you have both rights and responsibilities under applicable legislation.

### **Workplace Health and Safety**

Under the Workplace Health and Safety Act 2011, Victorian Protective Services Group must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Victorian Protective Services Group has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Victorian Protective Services Group emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.

- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

### **Harassment, victimisation or bullying**

Victorian Protective Services Group is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Victorian Protective Services Group will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Victorian Protective Services Group Complaints and Appeals procedure and detailed in this Handbook.

### **Equal opportunity**

The principles and practices adopted by Victorian Protective Services Group aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Victorian Protective Services Group.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Victorian Protective Services Group provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

## Privacy Act

In collecting your personal information Victorian Protective Services Group will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the Protective of the public revenue.

## ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Victorian Protective Services Group holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the CEO using the Access to Records Request Form. There is no charge to access your records.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of a Victorian Protective Services Group staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Record of Results at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

### **Amendment to records**

If a student considers the information that Victorian Protective Services Group holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

## **COMPLAINTS AND APPEALS**

The following information applies to complaints and appeals about decisions that are not related to assessment outcomes. For information about how to make an appeal against an assessment decision, see the section in this Handbook under Assessment.

If you are not happy with any aspect of the service provided to you by us, you are entitled to submit a complaint according to the steps outlined below.

Wherever possible, we encourage you to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. Victorian Protective Services Group's Administration, trainers and other staff members are available to assist students to resolve their issues at this level.

Where you are uncomfortable with dealing directly with the person concerned or you are unable to resolve concerns or difficulties after discussing these directly with the person involved, a formal complaint should be made in writing to the CEO. Try and include as much information as possible about your complaint including any suggestions that you have for resolving the issue.

Your complaint will be acknowledged within 5 days of receipt of your complaint and resolved within 20 days or as soon as practicable although in some cases, particularly if the matter is complex, the resolution may take longer. We may also contact you to seek further information and also to request that you attend a face to face meeting. You are welcome to bring another person with you to this meeting for support.

Following a review of all the information received in relation to the complaint, the CEO will decide on the appropriate actions to be taken. This decision will be communicated to the complainant in writing and include the recommendations and reasons for the decision. The letter will also advise the complainant of their right to access an internal appeals procedure if they are unsatisfied with the outcome of the complaint.

The internal appeals procedure is where the matter is referred to a senior member of staff and/or a committee. The original complaint and decision will be reviewed. Following the review, a decision will be made and communicated to the appellant. The letter indicating the decision will include the reasons for the decision and any actions to be taken.

Victorian Protection Services Group acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant and the Internal processes have failed to resolve the matter.

The independent party recommended is Melbourne Commercial Arbitration and Mediation Centre.



## **ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT**

On completion of your course and payment of final course fees, we will issue you with a qualification or statement of attainment within twenty-one (21) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment where requested.

Victorian Protective Services Group reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where Victorian Protective Services Group is not permitted to do so by law.

### **Re-Issuing Statements and Qualifications**

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.

### ***On a final note....***

## **Student Safety**

Our College has a number of processes to provide a safe and secure learning environment to all students. These include hours of operation and access to staff to assist students where required.

When travelling to and from the College premises it is important to ensure your own safety at all times. The following are some tips to follow to ensure your safety and all staff are able to assist you with strategies to improve your safety.

### **Student Safety Tips**

- Don't openly carry valuables, including iPods, mobile phones, laptops, etc.
- Find suitable and safe routes to petrol stations, shops and your local police station. Try to find routes that are well lit and busy.
- Avoid confrontation - it is better and safer to walk away if you are being provoked.
- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help.
- At night, walk in pairs in well-lit areas and on busier streets, not dark alleyways and side-streets.
- Have your keys ready well before you reach the door of your car or house.
- If you are going away, tell someone you trust where you are going and when you will be back.
- If travelling by bus or tram at night, try not to wait alone at the bus or tram stops. Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home.
- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area.
- Check the time of the last train, bus or tram home to avoid being stranded at night.
- Avoid walking alone after getting off public transport at night. If you can, walk close to a group of people or arrange for someone to meet you.