



Regal Security & Industry Training Pty Ltd
RTO Provider No: 32331 QLD PQS QS101500

Certificate 3 Guarantee Program Handbook

Regal Security & Industry Training is a training RTO provider and **NOT** a CRICOS RTO provider

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Welcome to Regal Security & Industry Training!

On behalf of the staff at Regal Security & Industry Training, we would like to welcome you.

The Regal Security and Industry Training Learner Handbook provides important information for pre and enrolled program participant awareness and understanding of:

- Regal Security and Industry Training Registered Training Organisation (RTO) responsibilities aligning to the Vocational Education and Training (VET); Australian Skills Quality Authority (ASQA) RTO Standards 2015; Queensland Certificate 3 Guarantee Program eligibility requirements and applicable QLD and national legislative requirements; and
- to ensure awareness of all program participants' responsibilities during program participation and activities completion for timely competency assessment feedback and outcomes with trainer and administrative support available for query responses.

Please Note:

Completion of a course or program Portfolio Kit must be actioned prior to accepting completed Enrolment Form.

The Portfolio Kit provides compliance documents for completion All program enrolments, including Certificate 3 Guarantee Program participants must complete Appendix A and C available in the Certificate 3 Guarantee Program Enrolment Kit for your signature and witnessing and dating by a Regal Security and Industry Training representative, with a copy being retained in your program Portfolio File.

If you require any clarification, please feel free to speak with one of our staff members.

Appendix Forms B, D, E, F remain in your Learner Handbook for completion, if required.

Appendix A: Learner Handbook Acknowledgement - Acknowledgement of accessing and reading the Lerner Handbook is required on the Enrolment Form.

Appendix B: Change of Personal Details Notification Form - Trainers are responsible for ensuring all Learners are kept informed of any changes to legislation or Regal Security & Industry Training's policies. Any changes affecting your studies or learning environment will be emailed to applicable enrolled program participants

Appendix C: Privacy Act Consent Form - Images, Recordings, 3rd Party Information. **Provided for completion in the Portfolio Kit**

Appendix D: Incident Report Form

Appendix E: Complaints Form

Appendix F: Appeal Form

Regal Security and Industry Training staff members are here to assist you and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with Regal Security & Industry Training is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

The Management Team

Regal Security & Industry Training

INTRODUCTION

QLD GOVERNMENT SUBSIDISED TRAINING

The Certificate 3 Guarantee provides eligible individuals with access to a subsidised training place in an Australian Qualifications Framework (AQF) certificate III level qualification with a pre-approved registered training organisation (RTO) — otherwise known as a pre-qualified supplier (PQS) by the Department of Education and Training and Employment under the Queensland Government new funding program in the QLD VET in the new Reform Action Plan from 1 July 2014 - Great Skills, Real Opportunities.

The government's aim is to assist working-age Queenslanders without a post-school certificate III or higher-level qualification to complete a nationally recognised certificate III qualification that leads to:

- a job outcome for individuals trying to enter the labour market or their desired industry/career
- advancement in the workplace or career progression for individuals already employed in their preferred industry.

For more information on the Certificate 3 Guarantee program - [frequently asked questions page](#)

ELIGIBILITY CRITERIA

To be eligible to enrol in the Certificate 3 Guarantee, prospective students must:

- be aged 15 years or older
- be no longer at school (with the exception of school students in Years 10, 11 and 12 undertaking a VET in School (VETiS) program
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.

Employment status: Unemployed and seeking work, or working on a full-time, part-time or casual basis. The Queensland Skills Gateway has provided a quick questionnaire to check your eligibility to participate in QLD Government subsidised training programs - access [here](#)

Program Eligibility Criteria and Verification Documents

Enrolment applicant - Photo Identification




QLD Drivers Licence
18+ Card
Credit Card with photo

Enrolment applicant - Evidence of Citizenship

Birth Certificate; or
Passport

Enrolment applicant - Evidence of QLD Residency

Australian Electoral Commission document (e.g electoral enrolment letter or electoral enrolment card
Contract of property purchase, lease/rental document, mortgage/land ownership certificate
Electricity, gas or telephone account
Queensland local government rates notice
Queensland vehicle registration certificate
Bank statement issued within the last 6 months
Official letter from Centrelink or the Department of Human Services
Australia Taxation Office assessment / Tax file number confirmation notice

Identification type	As evidence of	Sample
Queensland Drivers Licence	Date of birth and/or Queensland residency (if back of licence, showing address, is captured).	
18+ Card	Date of birth.	
Heavy Vehicle or Marine Licence	Date of birth and/or Queensland residency (if back of licence, showing address, is captured).	
Pensioner Concession card	Eligibility for concession and Queensland residency (if showing QLD address).	
Health Care Card <i>Different classes include: Ex-Carer Allowance (Child) Foster Child Low Income</i>	Eligibility for concession. Queensland residency (if showing QLD address).	
Commonwealth Seniors Health Card	Eligibility for concession. Queensland residency (if showing QLD address).	
Australian Passport	Australian citizenship.	
Australian Citizenship Certificate	Australian citizenship.	
Australian Birth Certificate	Australian citizenship and date of birth.	
Certificate of Evidence of Residence Status (CERS)	Australian Permanent Residency.	
Certificate of Status for New Zealand Citizens in Australia (CSNZA)	New Zealand Citizenship.	

The Certificate 3 Guarantee will provide a government subsidy towards the training cost for eligible students undertaking a qualification on the Queensland Training Subsidies List.

High priority qualifications align to the skills needs of industry and Queensland's economy, and support employment opportunities.

A contribution to the cost of training and assessment services — called a co-contribution fee — must be made by students undertaking a certificate III level vocational qualification and non-concessional students undertaking certificate I and/or II level vocational qualifications. The fee may be paid on behalf of the student by a third party, but cannot be paid or waived by the PQS.

Concessional student status applies when:

Enrolment applicant holds a Health Care or Pensioner Concession Card issued under Commonwealth law, **or** is the partner or a dependant of a person who holds a Health Care or Pensioner Concession Card and is named on the card, or

Enrolment applicant is an Aboriginal or Torres Strait Islander , or

Enrolment applicant is a school student and is enrolled in a VETiS program (may include young people in detention) , or

Enrolment applicant has a disability

Learning, Literacy and Numeracy Self Checklist

Completion of a Learning, Literacy and Numeracy Self Checklist prior to commencing a training program aids identifying the support an RTO or support networks can provide a learner, and their ability to demonstrate the required skills and knowledge to the AQF certification level of the qualification.

Learning support and/or modification methods are factored by the trainer in the delivery and assessment of a learners' participation to ensure a safe learning environment and equality in acknowledging individual learning styles or enhancements are factored during program completion.

The LLN supports responses to the Employability Skills Self Checklist of ability to identify prior and current skills and knowledge transferrable to the qualification attainment in a shorter period of completion, acknowledging underpinning career and life experiences.

Regal Security & Industry Training aims at all times to provide a positive and rewarding learning experience for all of its learners. The enrolment form requests provision of information regarding each learner's LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the learner to discuss their requirements.

Learners must ensure that they have discussed with the Chief Executive Officer (or their appointed representative) any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties. Regal Security & Industry Training will offer to any learner at enrolment a reading and comprehension exercise to ascertain suitability for enrolment into a program.

Where language, literacy and numeracy competency is essential for learners, Regal Security & Industry Training will make every effort to ensure that each participant is adequately supported to enable them to complete their training. Some examples of the type of support that Regal Security & Industry Training can offer include:

Literacy

- Providing learners only essential writing tasks,
- Provision of handouts in an audio format via either cassette tape or on CD,
- Consideration of the use of group exercises so that the responsibility for writing rests with more than one person,
- Provision of examples and models of completed tasks,
- Ensure that documents and forms are written and formatted in plain English,
- Use of clear headings, highlighted certain key words or phrases and provided explanations of all technical terms used,
- Assessments can be conducted using the interview technique where required.

Language

- Present information in small chunks,
- Speak clearly, concisely and not too quickly,
- Give clear instructions in a logical sequence,
- Give lots of practical examples,
- Encourage learners to ask questions,
- Ask all questions to ensure learners understand.

Numeracy

- Ask learners to identify in words, what the exact problem is and how they might solve it,
- Show learners how to do the calculations through step by step instructions and through examples of completed calculations,
- Help learners to work out what maths/calculations/measurements are required to complete the task,
- Encourage the use of calculators (if applicable) and demonstrate how to use them.

CERTIFICATE 3 GUARANTEE SECURITY OPERATIONS PROGRAM LEARNER KIT – EMPLOYABILITY SKILLS SELF CHECKLIST

A Learner Introduction Kit is available for program participants enrolled in Certificate 3 Guarantee CPP30411 CIII in Security Operations

The Kit has been designed to inform Program participants of:

- Security role descriptions aligning to the qualification security licence functions
- Blended Learning Program Delivery and Learner Resources
- Qualification Unit Performance Elements Criteria descriptions
- Assessment Activities description
- QLD Security (Class 1) Licence Application; and
- Employability Skills Summary Checklist

Completion of the Employability Skills Self Checklist will identify and acknowledge your relevant prior and current personal, community; workplace, employment; education and training skills experience transferrable to complete the qualification with the required rigour and depth of program training participation and assessment activity completion to the Australian Qualification Framework (AQF) Qualification level specifications.

- This also provides validation of a program participants' ability to fully complete an AQF VET Qualification in a shorter period of time, meeting AQF volume of learning duration and ASQA RTO Standards 2015, Clause 4.1. Certificate III duration = 1 – 2 years

Assessments received after the AQF qualification volume of learning duration will only be accepted in cases of illness (doctor's certificate must be provided) or other exceptional circumstances (at the discretion of the trainer).

Nationally Recognised Qualifications

Program Co-Contribution Fees:	Fee per Unit of Competency	Total Concessional Fee:	Total Non-Concessional Fee:
CPP30411 CIII in Security Operations	14 Units @ \$3.60 each	\$15	\$50
CPP30604 CIII in Investigative Services	15 Units @ \$3.30 each	\$15	\$50

QLD RESPONSIBLE SERVICE OF ALCOHOL CERTIFICATION: QLD SECURITY LICENCE – CROWD CONTROL

The Responsible Service of Alcohol (RSA) Training Program was introduced by the Queensland Office of Liquor and Gaming Regulation (OLGR) on 1 February 2009 in response to the mandatory training requirements of the Liquor and Other Acts Amendment Act 2008, including Security Crowd Control Officer training completion and certification whilst on duty at licenced premises and/or venues.

Regal Security and Training Industry Pty Ltd is an OLGR approved RSA RTO provider (No. 32331) for delivery and certification of SITHFAB002 Provide Responsible Service of Alcohol (RSA).

This Program is recognised as a Statement of Attainment from the nationally endorsed Tourism, Hospitality and Events Training Package SIT012 - SIT30712 Certificate III in Hospitality.

<http://training.gov.au/Training/Details/SITHFAB002>

This program will involve lecture, group and individual questioning and discussion, group and individual activities, and individual written assessment.

The RSA Program topics are:

1. Sell or serve alcohol responsibly
2. Assist customers to drink within appropriate limits
3. Assess alcohol affected customers and identify customers to whom sale or service must be refused
4. Refuse to provide alcohol.

Upon successful completion of the 1 day RSA approved course, you will be issued with a Responsible Service of Alcohol Training Course Certificate by the Regal Security and Industry Training Pty Ltd RTO No. 32331 from a RSA specialist trainer and assessor.

Support Information and Reference Material Acknowledgements Program fact sheets

- Certificate 3 Guarantee RTO fact sheet [PDF, 197KB](#) or [DOCX, 423KB](#)
- Certificate 3 Guarantee student fact sheet [PDF, 287KB](#) or [DOCX, 421KB](#)
- Certificate 3 Guarantee disadvantaged learners fact sheet [PDF, 256KB](#) or [DOCX, 425KB](#)

Regal Security and Industry Training RTO acknowledges the following reference resources to ensure current and accurate information is provided for Certificate 3 Guarantee program participants:

- Standards for RTO's 2015, Australian Skills Quality Authority
- Certificate 3 Guarantee Program Policy 2016 – 17
- Pre-Qualified Supplier (PQS) Policy 2016 – 17
- Department of Education and Training
- Pre-Qualified Supplier (PQS) Agreement 2016 – 17
- QLD Department of Education and Training / and Employment
- VET Quality Framework
- Australian Skills Quality Authority

PROGRAM INFORMATION AND RESPONSIBILITIES

Accidents

All accidents must be and recorded on Appendix D - Incident Report Form, which must be signed by the Chief Executive Officer or their nominated representative with any action taken recorded. Follow-up will be completed the following day to ensure learners' well-being.

Change of enrolment details

It is your responsibility to notify us of any change of name, address, contact details or employment, during the term of your program participation with Regal Security and Industry Training RTO. Complete Appendix B - Change of Personal Details Notification Form notating date of circumstance change.

Complaints Process

- If the issue concerns your training program (participation or home-based activity completion), the problem should be discussed in the first instance with the trainer/assessor.
- All complaints must be lodged in writing using Regal Security & Industry Training Pty Ltd.'s Appendix E: Complaints Form. If the issue concerns:
 - a. Program fees it should be raised with the Chief Executive Officer or their nominated representative;
 - b. A financial dispute, the client or program participant should refer in the first instance to Regal Security & Industry Training Pty Ltd.'s refund policy.
- When a client or program participant has a complaint they are encouraged to address their concerns immediately with the trainer and/or administration officer concerned, or, if deemed appropriate, with the Chief Executive Officer or their nominated representative to attempt to reconcile the issue(s).
- The Chief Executive Officer must attempt to resolve the issue(s) within seven (7) working days from receipt of the written complaint and communicate the decision in writing to all parties involved.
- If the matter cannot be resolved between the parties concerned, the complainant will be provided with information explaining their right to refer the matter independently to matter to the Ombudsman and/or Australian Skills Quality Authority (ASQA) depending on the nature of the matter.
- All correspondence and documentation will be kept on the program participants' Portfolio File for future reference as required.

Program Withdrawals

If a program participant desires to withdraw from their enrolled program prior to completion of the normal expected training period offered by us, notice must be given in writing. As a general rule, no refund will be payable after the program has commenced, however, exceptions will be considered on a case-by-case basis.

- See refund policy
- The program participant will be issued with a nationally recognised Statement of Attainment for any units in which the program participant has been assessed as competent as recognition of completion of those units completed.

INDUCTION AND CODE OF CONDUCT

On the first day of program attendance, all new participants will be greeted and requested to register at reception at the appointed time for the Program Orientation which will include the following.

- ☐ Distribution of Learner Handbooks to those who have not already received one
- ☐ Relevant Policies and procedures contained in the Learner Handbook are explained
- ☐ Floor Plan Orientation (toilets, fire exits, kitchen, Legislation folder etc.) given
- ☐ Overview of the Evacuation procedure conducted
- Appendix A and C (Disclaimers) are fully completed, with a copy retained in the Program Participants' Portfolio File.

The Program learners are then led to their designated program environment.

Academic Misconduct

Regal Security & Industry Training's CEO will deal with any dishonest behaviour in assessment. Dishonest behaviour includes:

- ☐ Deliberate copying or attempting to copy the work of other learners
- ☐ Using or attempting to use information prohibited from use in that sort of assessment.
- ☐ Submitting the work of another learner as their own work.
- ☐ Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- ☐ Consulting with peers throughout formal assessments.

Two verbal warnings will be given before cancelling the assessment marking assessment NYC. Learners involved in any of the above will be set a new assessment and will be counselled by the Chief Executive Officer.

In instances of misconduct, learners may be charged resit fee of \$50.00.

An additional fee of \$20 may also be charged to the learner and if this is required it must be paid prior to the re-sit. The decision to impose these fees will be made by the Chief Executive Officer after examining all aspects of the case.

Further occurrence of academic misconduct will be recorded on the Learners Portfolio File and suspension/ dismissal will be at the discretion of the Chief Executive Officer.

Discipline

Regal Security & Industry Training will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well-being of all learners and staff. Trainers should make themselves aware of the procedures, should they become necessary to implement.

Examples of when disciplinary action may be required to be taken include when a learner:

- ☐ brings onto, or consumes on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner)
- ☐ brings onto or consumes on the premises any alcohol
- ☐ exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol
- ☐ damages or removes any property or resource belonging to Regal Security & Industry Training or any training venue hired by Regal Security & Industry Training
- ☐ assaults (physically or verbally) any person or persons on the premises or any training venue hired by Regal Security & Industry Training
- ☐ fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on the premises

- ☐ exhibits any form of conduct whilst on the premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present
- ☐ enters any part of Regal Security & Industry Training premises or any other place to which learners have access for the purpose of attending the training program when not entitled to do so, or having entered or refuses to leave said premises

When disciplinary action is taken, the Chief Executive Officer will notify the learner of the reason for the action.

- A verbal warning will be given to the learner and documented on the individual's Portfolio File

- Where the behaviour continues after the verbal warning, the Chief Executive Officer will counsel the learner and a written warning will be provided to the learner. A copy of this warning will be noted and kept on the individual's Portfolio File.
- In the event that the behaviour continues beyond the written warning, the learner will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on the learner's Portfolio File.

If a learner wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow Regal Security & Industry Training complaints procedure by completing Appendix E – Complaints Form.

Regal Security & Industry Training ensures all staff maintain a professional and ethical working relationship with all other staff, management and learners. Any breach of our disciplinary standards will be discussed with the Trainer and the Chief Executive Officer and the appropriate action will be taken.

Dress Code - Dress requirements are neat casual or business attire. Please note that shorts and thongs are not considered suitable attire. For some programs there may be required footwear or dress.

Behaviour at Program Programs – Every learner is expected to reflect the ideals and code of behaviour of Regal Security & Industry Training in their dealings with fellow learners, members of staff and the general public. Learners are expected to adhere to the rules and to co-operate in the effective running of Regal Security & Industry Training. Regal Security & Industry Training strives to achieve the following "basic principles" of interpersonal behaviour:

- ▣ to be focused on the situation, issue or behaviour, not on the person
- ▣ to assist in maintaining the self-confidence and self-esteem of others
- ▣ to maintain constructive relationships with all staff and fellow learners
- ▣ to take the initiative to assist in making things better
- ▣ to always lead by example
- ▣ to always respect the property of Regal Security & Industry Training, staff and fellow learners
- ▣ to refrain from using inappropriate language with the understanding that to do so will not be tolerated
- ▣ to always turn off Mobile phones during classes
- ▣ to refrain from consuming food or drinks in non-designated areas at Regal Security & Industry Training and encourage the use of water bottles in program venues

Every staff member and learner should hold every other staff member and fellow learner responsible for living up to these principles at all times.

Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Trainers will advise all learners of the many different ways to avoid plagiarism. Learners who are proven to be involved in such activities will not be permitted to continue their program.

First Aid

In the event of a learner requiring First Aid, a trainer or staff member will administer First Aid and the learner must complete Appendix D – Incident Report Form.

Should medication be required, learners will be referred to a medical assistant and if necessary will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the learner until it arrives.

Smoking

Regal Security & Industry Training premises (including classrooms, toilets, and general office areas) are smoke-free zones. If learners wish to smoke, they should do so outside the buildings in designated smoking areas.

Theft

As the premises of Regal Security & Industry Training are open to the public, learners are advised not to leave their valuables unsupervised. Regal Security & Industry Training cannot be held responsible for anything which may be stolen from its premises.

The National VET Framework

The program in which you are enrolled will result in your achieving a nationally accredited qualification. If you complete all requirements of the program you will be awarded a Certificate. If you exit prior to completing all requirements you will be awarded a Statement of Attainment for units successfully completed prior to exiting.

The program requirements are outlined in the VET Quality Framework and the Australian Qualification Framework (AQF). Australian Skills Quality Authority (ASQA) audits Regal Security & Industry Training (RTO) to ensure compliance against these frameworks.

Department of Education and Training Employment (DETE) audits compliance of Regal Security and Industry Training as an approved pre-supplier Registered Training Organisation in the enrolment screening, delivery and assessment of QLD Certificate 3 Guarantee Programs

QLD Office of Liquor and Gaming Regulation (OLGR) may audit compliance of Regal Security and Industry Training delivery and assessment of SITHFAB002 Response Service of Alcohol (RSA) certification.

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance with the National VET Regulations and will be re-audited during its subsequent five-year registration period.

These standards and the auditing process are intended to provide the basis for a nationally- consistent, high quality vocational education and training system.

The National VET Regulations is a quality training system and is a key driver of Australia's economic and social growth. It is a national training system that provides the basis for high-quality, industry developed and nationally recognised training.

As an RTO, Regal Security & Industry Training adheres to this system and does all within its power to remain compliant. From time to time learners are surveyed and their cooperation will assist this organisation in remaining compliant. Assessment Booklets contain feedback forms and learners are invited to provide feedback on the assessment through this form. Learners will also be invited to provide feedback through Program Evaluation Forms. These surveys are conducted to enable Regal Security & Industry Training to identify opportunities for improvement not only to training and assessment but also to services provided.

Rights and Responsibilities of Learners and Staff

Learners' Rights

Regal Security & Industry Training recognises that learners have the right to:

- expect Regal Security & Industry Training to provide training of a high quality that recognises and appreciates their individual learning styles and needs
- have access to all Regal Security & Industry Training's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio- economic background, physical or intellectual impairment, and religious or political affiliation,
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice, prior to its commencement
- appeal for a review of the results of an assessment
- expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it
- learn from fully qualified, competent and diligent Trainers who observe their responsibility to address learners' learning needs, assist them to achieve the program outcomes, and assess their learners' work fairly
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination
- be treated with dignity and fairness,
- expect that Regal Security & Industry Training will be ethical and open in their dealings, their communications and their advertising
- expect that Regal Security & Industry Training will observe their duty of care to them
- efficient handling of administrative matters and in the processing of fees, concessions, refundsetc
- privacy and confidentiality, and secure storage of learner records in accordance with the organisation's policies, to the extent permitted by law

Learners' Responsibilities

Learners are responsible for:

- understanding and accepting the enrolment conditions for the programs they undertake
- providing accurate information about themselves at time of enrolment, and to advise Regal Security & Industry Training of any personal and/or address, contact detail changes by completing Appendix B: Change of Personal Details Notification Form
- paying of all fees and charges associated with their Program and providing their own program requirements where notified
- recognising the rights of staff and other learners to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them
- regular and punctual attendance
- ensuring they attend classes sober and drug free, and smoke only in open areas away from other people
- the security of their personal possessions while attending a program
- promptly reporting all incidents of harassment or injury to Regal Security & Industry Training administration office
- respecting Regal Security & Industry Training property and observing policy guidelines and instructions for the use of equipment
 - seeking clarification of their rights and responsibilities when in doubt
 - abstaining from bullying, harassing, and any other unlawful activity or behaviour whilst on Regal Security & Industry Training's property or engaged in a Regal Security & Industry Training controlled or sponsored activity
 - abstaining from acts of self-harm

Staff Responsibilities:

All Trainers employed by Regal Security & Industry Training must ensure that:

- the qualifications they hold are current and relevant to the ACF Program qualification which they teach
- any information passed on to learners is accurate
- any advice given is done so consistent with the National Code and Regal Security & Industry Training's own Code of Practice
- all learner attendance is recorded accurately as per the Attendance Sheet/s provided for each Unit in the Program qualification that is delivered
- all absences are recorded from Program non-attendance
- attendance and absence information is provided to the Regal Security and Industry Training administration in a timely manner
- Program sessions are held as scheduled by Regal Security & Industry Training and any changes are to be reported immediately to ensure continued compliance
- Regal Security & Industry Training management is advised of any addition or increase in the number of learners in a class for any reason in case alternate arrangements need to be made for program allocation.
- no changes in program allocation are made outside those authorised by the program co-ordinator
- trainers who successfully complete additional qualifications advise Regal Security & Industry Training of such and provide certified copies of the qualification and transcript

Regal Security & Industry Training abides by the ASQA RTO Standards 2015 in relation to all training and assessment activities. Accordingly Regal Security & Industry Training requires all training/assessment staff to hold as a minimum, the following combination of:

- Certificate IV in Training and Assessment (TAE40110) – or equivalent meeting ASQA RTO Standards 2015 Clause 1.14; Item 1
- Sound, recent industry experience in your vocational area
- Familiarity with the principles and practices of Competency-Based Training, The Standards for RTOs 2015 and Recognition of Prior learning and
- Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles and
- A current certificate authorising the staff member to work with children and young people.

Sustainability

Regal Security & Industry Training is committed to ensuring that our actions and philosophies are environmentally sound, economically viable and socially equitable.

Learner Program Portfolio File

As a learner, you should be aware that Regal Security and Industry Training adhere and ensure in readiness for PQS or ASQA RTO compliance audits, detailed under the National VET Framework where Trainers are required to:

- supply in a timely manner accurate records of learner's academic performance for each unit of the course which the Trainer delivers and/or assesses
- supply in a timely manner as per Regal Security & Industry Training's procedures, accurate attendance records of learner(s) for each session they deliver

Participant Portfolio Kit - Training Records - all types of documentation and information relating to training and assessment activities including but not limited to:

- commencement and completion dates for individuals of all competency units,
- individual learner assessment information for each unit of competency,
- information on awards issued (award, date, certificate number),
- individual learner participation data (assignments/assessments where practicable, attendance),
- documentation / records of complaints, appeals,
- recognition (RPL/RCC) process documents (application and results)

Introduction of the Portfolio Kit for all qualifications in the Regal Security & Industry Training RTO scope is IP, where use by other RTOs without RSIT permission does not guarantee full compliance of program compliancy.

Regal Security & Industry Training has in place a policy and procedure for the collection, storage and protection of all the training records of individual learners in a Portfolio file format, to meet training and assessment activity requirements. Assessment Results are recorded within twenty-one days from the date of assessment and learners may request an update on progress at any time following this period.

Each individual learner is assigned a personal Portfolio File for storage of training records.

Learner training documentation are stored in a secure manner (individual files in locked cabinets; electronic files with access by password only).

All Trainers/assessors involved in the training program are informed of their responsibilities under this policy. Requests for access to information must be in writing and the decision to release the information will remain the decision of Regal Security & Industry Training

TRAINING AND ASSESSMENT

Access to Learner Training Records

Access to individual learner training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their own personal records
- individuals authorising releases of specific information to third parties in writing,
- Regal Security & Industry Training staff who require this information as part of their job role
- officers from ASQA or their representatives for activities required under the Standards for Registered Training organisations
- legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act)

Learners wishing to check progress towards completion are welcome to request this information. It is the organisation's policy to attend to such requests within three working days. If for any reason this is not possible, you will be notified and advised of the date when the information will be available.

Academic Progress

It is expected that a learner should demonstrate continuing progress, eventually achieving competency in all units undertaken. (See notes re competency based training and assessment).

Learners are expected to participate actively in class discussions and activities, attend practicum and fulfil all program requirements. If learners are unable to achieve competency at the first assessment in a unit, trainers will work with learners to identify areas of need and support learners efforts to achieve competency. Opportunities are provided for learners to re-sit assessments.

APPEALS AGAINST ASSESSMENT PROCESS

Note: Appeals against assessment outcomes must be lodged immediately and no later than 14 days from the date of the receipt of the assessment report.

It is Regal Security & Industry Training's desire to process appeals quickly and reach a resolution in a short time frame so that the client may continue learning activities and completion of their training program. Should a client wish to appeal against an assessment outcome, they should follow the process outlined below:

- The appeal must be lodged on the Appendix F - Appeal against Assessment Decision available in their Learner Handbook within 14 days of receipt of the result.
- Discussion on the appeal will be conducted between the assessor, the program participant, and the CEO or their appointed representative immediately or within 24 hours of receipt of notice of the appeal.
- Regal Security & Industry Training will attempt to resolve the issue(s) within seven (7) working days from receipt of the lodgement of the appeal
- the appellants will be notified in writing of the result

If the issue remains unresolved, then:

- The appellants should be encouraged to contact Australian Skills Quality Authority (ASQA) or other relevant third party.
- All correspondence and documentation will be kept on the client file for future reference as required.

Grounds for Appeal

An application for appeal will be considered where a learner claims disadvantage because:

- the Trainer did not provide a subject outline,
- the Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline,
- assessment requirements specified by the Trainer were unreasonably or prejudicially applied to him or her
- it is believed that a clerical error has occurred in the documenting of the assessment outcome,
- there appears to be a discrepancy between the practical observation and the formal assessment

If the appeal for re-assessment is upheld Regal Security & Industry Training will make all necessary arrangements to conduct the re-assessment of the learner at a time that is mutually convenient for all parties concerned, and if required the appeal will be heard by an independent person or panel. All appeals are recorded and reviewed in order to identify opportunities for improvement in the appeals process.

Training and Assessment Methods and Pathways

Regal Security & Industry Training has been approved by ASQA to deliver the qualifications listed on the national website.

Visit www.training.gov.au and enter Regal Security & Industry Training in the RTO search engine to view VET qualifications and state and territory areas available within their scope of learning programs for delivery and assessment.

Regal Security & Industry Training ensures all program participants are informed of the context and purpose of a program assessment and the assessment process. This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Information sessions are included with the introduction of each subject to inform learners of the assessment processes, number of assessments, types of assessments and the individual weighting of each assessment. Staff members are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

Program participants are advised that there are a number of pathways to qualifications and Regal Security & Industry Training provides you with the opportunity to identify the most appropriate pathway. This may be through:

- a formal learning process, such as the Program in which you are currently enrolled
- work experience, such as being taught on the job how to do something or through
- Life experience or personal experience, such as a hobby or experience at home Study

options available may include:

Full time - this option requires classroom attendance as outlined in the program outline

Part Time – this option allows the learner time to undertake other responsibilities, such as work, home duties etc.

Flexible – a combination of classroom and home study

Please note not all classes provide these options and learners are encouraged to discuss this with their trainer.

Learners should be aware of the assessment criteria used by the trainers at Regal Security & Industry Training.

Assessment requiring essay or report writing is based on the following criteria:

1. Answering the Question

Learners must address what the question is asking. Look for key words that indicate how the question is to be approached and the information that is to be included. Sequence the answer to appropriately develop logical arguments.

2. Referencing

Any quotation or content that has been obtained from published sources must be referenced. This must be done at the end of a quotation and extended in the bibliography.

3. Accuracy of Spelling, Grammar and Punctuation

Accurate spelling, grammar and punctuation will ensure the trainer can correctly interpret what is written. Learners should use the tools available (dictionary, thesaurus, spell-check on computers etc.) and must proof-read before handing in.

All assignments must be the individual's own work. Trainers are responsible for ensuring that any "suspect" assessments are thoroughly scrutinised. Any irregularities will be reported to the Chief Executive Officer and dealt with accordingly. Learners should keep a copy of their assessments.

Format

- Cover sheet
- Use one side of page only
- Assignments to be completed *electronically, with Learner Assessment Workbooks and all Learner Kit resources provided on a USB for home-based self-paced completion and submission via email to the Program Assessor
- Double spacing to be used
- Use correct format, i.e. essay or report format, appropriate headings

**NB: exception allowed where learners are unable to access appropriate equipment. Hand written assignments must be neat and legible.*

Statement of Authorship

All assignments projects, reports, papers and assignments submitted during a program are expected to be the learner's own work. Learners should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people.

All information taken from other sources must be clearly referenced and authorship acknowledged.

Any learner who, for whatever reason, submits work that is not their own or fails to acknowledge sources, will be required to re-enrol in the relevant subject/s. Every assessment must be accompanied by a learner's statement of authorship, which is included Regal Security & Industry Training's Assessment Cover Sheet in each assessment booklet.

Assessment Re-sit Procedure

Stage 1: Learner undertakes in-class assessment

- Learners will be notified within 14 days of undertaking an assessment of their performance.
- If a learner does not attend the in-class assessment, they should notify their trainer as to why they did not attend and if due to illness a medical certificate must be produced. If the assessment is a practical, or no evidence is provided a \$50 administrative fee may be charged for re-sitting the assessment.*

Stage 2: Learner deemed Not Yet Competent in FIRST assessment

- Learners who are deemed to be Not Yet Competent are to be provided with information identifying the areas in which they failed to achieve competency.
- Learners will then have the opportunity to repeat the assessment task within 7 days of notification.

Stage 3: Learner deemed Not Yet Competent in FIRST re-sit

- If the learner is again deemed Not Yet Competent they will be provided with information identifying the areas in which they failed to achieve competency.
- The learner must then participate in a new assessment task within 7 days of notification; a fee of \$50 may be required to be paid prior to the assessment.

Stage 4: Learner deemed Not Yet Competent in SECOND re-sit

- If the learner is still unable to demonstrate competency, then the learner will be required to repeat the unit of competency.
- Regal Security & Industry Training will determine the time at which the unit will be available.
- The learner may be liable to pay a fee to be determined by Regal Security & Industry Training to cover the cost of extra tuition

The decision to charge this fee (or portion of the fee) will be made by the CEO who will consider all aspects of the case prior to making the decision.

COMPETENCY BASED TRAINING AND ASSESSMENT: PRINCIPLES OF EVIDENCE AND RULES OF EVIDENCE

Competency Based Training identifies and confirms a learners' competency (skills, knowledge, and application of skills/knowledge) aligning to the Program AQF qualification level.

This is factored in the quality of the assessment activity completion (evidence) demonstrating achievement of the qualification unit performance criteria elements, and required skills and knowledge

All assessments conducted by Regal Security & Industry Training meets the ASQA Standards for RTOs 2015 Standard 1 Clause 1.8 – Conduct effective assessment:

- a) complies with the assessment requirements of the relevant training package or VET accredited course
- b) is conducted in accordance with the Principles of Assessment and the Rules of Evidence:

Principles of Assessment

Fairness

- The individual learner's needs are considered in the assessment process.
- Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.
- The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexibility

Assessment is flexible to the individual learner by:

- reflecting the learner's needs;
- assessing competencies held by the learner no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Validity

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.

Validity requires:

- assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and

- judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

Reliability

- Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

Validity: The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficiency: The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

Authenticity: The assessor is assured that the evidence presented for assessment is the learner's own work.

Currency: The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning is a term that covers Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition.

The term "recognition processes" refers to assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the VET Quality Framework, competencies may be attained a number of ways.

This includes through any combination of formal or informal training and education, work experience or general life experience. In order to grant recognition of prior learning/current competency, the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of Training

Packages or competency outcomes specified in Australian Qualification Framework (AQF) accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Knowledge and skills can be acquired in a variety of ways:

- Through a formal learning process, such as attending school or completing a short course,
- Through work experience, such as being taught on the job how to do something
- Life experience or personal experience, such as a hobby or experience at home.

There are no limits on where or how the skills have been acquired

Regal Security & Industry Training has an established RPL process and recognises all AQF qualifications and statements of attainment issued by other registered training organisations.

The procedures for applying for Recognition are:

1. The potential learner is informed of the course contents and of the existence of an RPL process prior to/or at the time of enrolment.
2. If the RPL potential learner wishes to make an application for RPL, they are invited to verbally discuss their basis for RPL, the purpose of this is to prevent poorly supported claims from being made and to ensure that the potential RPL Regal Security & Industry Training is fully aware of the RPL process.
3. If Regal Security & Industry Training decides to proceed with the RPL process then, upon payment of the prescribed sum, they will be issued with the RPL kit, containing:
 - a. Completion of the Program Enrolment Form for the qualification or for a Statement of Attainment of the unit
 - b. Units of competency they are making claim for.
 - c. A guide for the portfolio of evidence that the learner will need to amass to show the support their claim for RPL; minimum of three forms of evidence from the list below will be acceptable:

Type		Evidence – Assessment Type
1. Direct	1	Workplace observation – at current workplace, <i>if permitted</i>
	2	Demonstration of skill
	3	Competency Conversation
	4	Third Party Report
	5	Samples, materials or tools you work with
2. Indirect	1	Resume
	2	Employment job specifications or position descriptions
	3	Rosters or timesheets
	4	Reference/ or letters of support
	5	Workplace training records
3. Historical	1	Written references from past employers
	2	Log books and other records of performance
	3	Certificates, qualifications or competency-based
	4	Assignments, reports and documentation from previous courses

- d. The portfolio of evidence will be assessed by a competent person.
- e. The assessment will be determined and results forwarded in writing to Regal Security & Industry Training
- f. The learner has an opportunity to appeal if they feel that this is appropriate, in which case the appeal is managed from the Academic Appeal process.
- g. Included with the assessment decision will be feedback informing the learner of the reasons for the decision.

Credit Transfer Policy

Credit Transfer is available to all learners enrolling in Regal Security & Industry Training's programs on scope of registration.

Credit Transfer is credit towards a qualification granted to learners on the basis of outcomes gained by a learner through participation in programs or national training package qualifications with another Registered Training Provider, in line with Regal Security & Industry Training's Recognition of Qualifications Policy.

FEES AND REFUNDS

All program, course and refresh course fee amount is provided in the Enrolment and Fee section of each program/course page, and the Forms page on the Regal Security and Industry Training website.

All program and course Enrolment Forms are directly linked to the Form page and accessible in either MS Doc or PDF format, with links to applicable QLD licence application eligibility information; pre-requisite and enrolment process. Details of the Fees and Refund policy is provided in the Enrolment Form: Part Eight. Fees, Refunds, Program changes, Cancellations and Transfers.

Regal Security & Industry Training management is responsible for ensuring that the applicable Certificate 3 Guarantee co-contribution fee is paid in advance and accounted for in a separate financial control centre, being clearly identified within the learner record management system.

Once learners have started studying their chosen qualification or program, Regal Security & Industry Training will remain committed to providing the highest quality of training and assessment as outlined to the learner handbook. In the event that Regal Security & Industry Training is no longer able to provide the training and assessment services as initially agreed, then every effort will be made to arrange for agreed training and assessment to be completed through another RTO at no additional cost to the learner, where they will be formally advised.

REFUND POLICY

In most circumstances, no refund is available for requests received after the program commencement date. However, Regal Security & Industry Training is prepared to consider each on a case by case basis and the Chief Executive Officer, or their appointed representative, may agree to grant a refund in exceptional circumstances, in the same manner as payment was received.

Enrolment Cancellations and Transfers

Should Regal Security & Industry Training be unable to provide the enrolled program a full refund of applicable co-contribution fee will be actioned.

No transfers will be allowed once a course has commenced.

However, requests for transfer will be considered on a case by case basis for Certificate 3 Guarantee Program enrolments, as long as neither course has commenced and request is submitted on the Course Withdrawal Form and a new Enrolment Form be completed.

Program participants need to be aware that requests for transfer will not automatically be granted, with co-contribution fee paid transferred to new program enrolment with program fee balance to be paid in full when lodging new Enrolment Form.

Refunds paid if Regal Security & Industry Training defaults:

If Regal Security & Industry Training cannot provide a program for whatever reason, full refund will be made.

This agreement does not remove the right to take further action under Australia's consumer protection laws. The participant is able also to pursue other legal remedies that are appropriate.

All bank charges incurred by Regal Security & Industry Training in issuing the refund will be met by the learner.

Learners are not permitted transfer program fees to another learner without first seeking the approval of the Chief Executive Officer

Issuing of qualifications

Regal Security & Industry Training will issue all AQF qualifications and statements of attainment within 21 days of the training programs completion. All qualifications and statements of attainment issued by Regal Security & Industry Training comply with the standards outlined within the Australian Qualifications Framework (AQF) implementations handbook and in accordance with the requirements of The National Standards for NVR Registered Training Organisations.

Learners must be assessed competent in all units of competency before being issued a qualification (Certificate/Diploma/Advanced Diploma) for the program in which they are enrolled. Learners will only be issued a qualification upon completion of their program. Regal Security & Industry Training will issue each learner an interim academic transcript by the end of each semester, and another one by the end of the program.

Regal Security & Industry Training only issues AQF qualifications and statements of attainment within its scope of registration that certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed training packages or qualifications, competency standards or modules from accredited vocational programs.

Learners are encouraged to take care of certificates issued by Regal Security & Industry Training. Replacement certificates and/or Statements of Attainment will incur a cost of \$20.00 per document. Replacement certificates will only be provided upon submission of Driver's Licence or other form of ID.

Legislation

Regal Security & Industry Training will do all within its power to adhere to all legislative requirements, especially those that may affect a learner's learning such as:

- National Vocational Education and Training Regulator Act 2011
- The Standards for RTOs 2015
- Australian Qualifications Framework
- Access and Equity
- Alcohol and Other Drugs
- Privacy
- Workplace Health and Safety Legislation and Regulations
- Disability Discrimination Act 1992
- Disability Act 2006
- Charter of Human Rights & Responsibilities Act 2006
- Disability Standards for Education 2005
- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Privacy Act 1988
- Workplace Relations Act 1996
- Information Privacy Act 2000
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Protected Disclosure Act 2012

- Anti-discrimination Legislation and Regulations
- Consumer Protection Requirements

Access and Equity

Regal Security & Industry Training is committed to providing opportunities to all people for advancement in training on an equitable basis. This includes providing equal opportunities to industries where women are under-represented; and where people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners have access.

All learners have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All learners who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package, will be accepted into any program within Regal Security & Industry Training scope of registration.

Any issues or questions raised regarding access and equity can be directed to the Chief Executive Officer. Some examples of support offered include:

- Language and Literacy support of learners who have difficulty with written or spoken English.
- Numeracy support.
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of learners.

Relevant legislation

- Disability Discrimination Act 1992
- Disability Act 2006
- Charter of Human Rights & Responsibilities Act 2006
- Disability Standards for Education 2005
- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Privacy Act 1988
- Workplace Relations Act 1996
- Information Privacy Act 2000
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Protected Disclosure Act 2012

Commonwealth legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Queensland legislation:

- Commission for Children and Young People Act 2000
- Disability Services Act 2006
- Anti-Discrimination Act 1991
- Fair Trading Act 1989
- Work Health and Safety Act 2011

Training authorities / regulators:

- National VET Regulator (NVR)
- Department of Education and Training
- Australian Skills Quality Authority (ASQA) Standards for registered Training Organisations 2015
- National Vocational Education and Training Regulator Act 2011
- Standards for VET Regulators 2015

Alcohol and Other Drugs (AOD)

Do you have any questions about alcohol and other drugs (effects, risks)?

Are you concerned about your own alcohol or other drug use, or about the drug use of someone you care about?

Do you need to know the rules about alcohol and other drug use at Regal Security & Industry Training? Regal Security & Industry Training will put you in touch with services aimed to assist in dealing with this issue. We recognise that many factors can contribute to alcohol and other drug use, and seek to respond to these with health promotion and early intervention approaches.

Alcohol and other drug use while undertaking Regal Security & Industry Training activities is not permitted.

Relevant legislation:

- Liquor Licensing Act 1997

Harassment and Discrimination

At all times Regal Security & Industry Training will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a learner, trainer, administration or support staff, is entitled to expect the following rights:

- The right to learn, teach or carry out their duties,
- The right to be treated with respect and treated fairly,
- The right to be safe in the workplace emotionally and physically,
- The right to have all reports of harassment and discrimination treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- The right to inform Regal Security & Industry Training management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address the issue,
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal.
- The right to the assurance that whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation,
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Learners have the responsibility to:

- allow others to learn,
- keep Regal Security & Industry Training premises safe by not threatening, bullying or hurting others in any way
- keep the classroom safe by obeying instructions,
- keep Regal Security & Industry Training premises safe by not bringing illegal substances or weapons onto our premises
- refrain from stealing, damaging, or destroying the belongings of others

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers. Staff and learners should not make any frivolous or malicious complaints. All staff and learners are expected to participate in the complaint resolution process in good faith.

Relevant legislation:

- Disability Discrimination Act 1992
- Disability Act 2006
- Charter of Human Rights & Responsibilities Act 2006
- Disability Standards for Education 2005
- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Workplace Relations Act 1996
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Protected Disclosure Act 2012

Privacy

Regal Security & Industry Training operates in compliance with current privacy legislation. All training staff has current knowledge of privacy policies as they relate to an RTO. We will ensure that all required procedures are followed to ensure your rights to privacy.

Any information gathered will only be utilised for the purposes of delivery of training and assessment services and the documentation compliance requirements according to the National Vocational Education and Training Regulator Act 2011.

Regal Security & Industry Training is committed to maintaining and safeguarding the confidentiality and privacy of all of Regal Security & Industry Training individual learner's information. Regal Security & Industry Training has documented and implemented procedures to assure the integrity, accuracy and currency of all learner records.

Hard copy learner records are stored in secure premises requiring key access.

Electronic records are backed up weekly to a back-up system and are protected from unauthorised access by password controls and external back-up.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis.

Computer system protection is provided by the firewall software which monitors and protects Regal Security & Industry Training computer systems from unauthorised access from the internet.

Learner results are archived for a period of not less than 30 years. Training records other than learner results will be collected and stored for a period of seven years unless otherwise required.

Relevant legislation: Privacy Act 2014

Learner Support, Welfare and Guidance

Regal Security & Industry Training wishes to ensure that all learners are supported in their studies to the fullest extent possible, thus any learner who is experiencing any difficulties with their studies should see their Trainer, or another member of Regal Security & Industry Training staff. The staff member will ensure that the full resources of Regal Security & Industry Training are made available to ensure that the learner achieves the required level of competency in all accredited programs.

Furthermore learners seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the Learner Support Officer for free advice relating to study on:

- managing time
- setting and achieving goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

National Vocational Education and Training Regulator Act 2011

Under this legislation, Regal Security & Industry Training has an obligation to ensure the learning environment will:

- allow others to learn,
- keep Regal Security & Industry Training's premises safe by not threatening, bullying or hurting others in any way,
- keep the classroom safe by obeying instructions,
- keep Regal Security & Industry Training's premises safe by not bringing illegal substances or weapons onto our premises,
- refrain from stealing, damaging, or destroying the belongings of others

Work Health and Safety

The Work Health & Safety Legislation requires that the employer's duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required,
- a clean and suitably designed work place with the safe storage of goods such as cleaning chemicals

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment
- Store and dispose of waste according to health regulations
- Check all equipment – especially electrical cords. If you are bring cords on to the premises, they must be checked by your trainer to ensure currency of tag
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained

Relevant legislation

Work Health & Safety Act 2011

Consumer Protection

The Australian Consumer Law sets out consumer rights that are called consumer guarantees. These among other things, include your rights to a refund if services promised are not provided. Regal Security & Industry Training's refund policy outlines when a refund may be requested

Definitions

ASQA – Australia Quality Skills Authority ASQA's functions include:

- registering training providers as 'registered training organisations' (RTOs)
- accrediting vocational education and training (VET) programs
- ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits

Bullying – unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Classrooms – rooms either owned or hired by Regal Security & Industry Training for training purposes

Confidentiality - information kept in trust and divulged only to those who need to know.

Discrimination - treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

Harassment - any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel - all employees either full-time, part-time or contract of Regal Security & Industry Training

Racial Harassment – any occurrence of a person being threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment - any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Victimisation - any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Appendixes:

APPENDIX A – ACKNOWLEDGMENT DECLARATION

Doc ID: A/A

Provided for completion in the Certificate 3 Guarantee Program Enrolment Portfolio Kit

Regal Security & Industry Training Pty Ltd

Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this Learner Handbook, which outlines the conditions, my rights and responsibilities as a training program participant of Regal Security & Industry Training and that I have also received induction into my training program at the Regal Security & Industry Training venue as outlined on page 5 of this Learner Handbook.

.....
Name

.....
Signature

.....
Date

.....
Name of Witness

.....
Signature of Witness

.....
Date

Administration Only: Regal Security and Industry Training

Participant File Updated _____

Initials: _____

Regal Security & Industry Training Pty Ltd
Change of Contact Details Notification Form

Family Name

First Name..... Learner

Number:.....

Program Enrolled

Current Address

New Address:

Suburb.....Postcode.....

	Contact Numbers	
	Current	New
Home		
Work		
Mobile		

Current Email Address

New Email Address.....

Change of Contact Details apply from: (Date) _____

Name:

Signature:

Administration Only: Regal Security and Industry Training

Participant Contact Details Updated _____ Initials: _____

Images, Recordings, 3rd Party Information

Provided for completion in the Certificate 3 Guarantee Program Enrolment Portfolio Kit

I, (name please print) hereby give consent for the following action/s:

SECTION A - Release of information to a 3rd party about [me / my under 18 year old child]

..... (Regal Security & Industry Training) may release information as described below:

- No details may be given out to anyone at anytime
Any details may be given out to any person at anytime
A named 3rd party may receive specified information:

Type of information that can be released (e.g. results, progress, contact details, phone reference or "anything")

Name of 3rd Party: (Name of person, organisation, or "anyone")

Other information / clauses:

SECTION B - Use of [my / my under 18 year old child's] image, whether a photograph, voice recording or video recording, in publicity releases

..... (Regal Security & Industry Training) may use images as described below:

- No image / recording may be used in publicity releases at any time
An image / recording may be used in publicity releases only where I am in a crowd shot and not featured or easily recognisable
Any image / recording may be used in publicity releases at anytime
A particular image / recording may be used in publicity releases as described below:

Type of image: Date image was recorded:

Description of image:

If this form is being used for a particular publicity event only, describe it here:

Type of publicity event: Date/s:

Other information / clauses: I understand that unless specifically state in writing, I will not receive payment (either in cash or benefits) for the use of my image. The use of my image in promotional materials will presume my endorsement of the product or organisation being advertised.

SECTION C - Signatures

Signed: Date:

Consent for child under 18: Signed: [Parent / Guardian]

Child's name: Date:

Regal Security & Industry Training Pty Ltd
INCIDENT REPORT FORM

Participant Name

Participant USI Number Program

Class – Session Day:

Date of IncidentTime of Incident

Details of Incident

.....
.....
.....
.....
.....

Participant Signature Date

Details of Action Taken

.....
.....
.....
.....
.....

Follow up Action Taken

.....
.....

..... Chief
Executive Officer's Signature Date.....

Administration Only: Regal Security and Industry Training

Participant File Updated _____ Initials: _____

Regal Security & Industry Training Pty Ltd
Complaint Form

Section One

(to be completed by participant)

Participant’s name

Address

Phone

.....

Nature of complaint

.....

.....

..... Signature of Participant

Section Two

(To be completed by Regal Security & Industry Training representative if outcome is reached)

.....

..... Signature of Regal Security & Industry Training Representative

..... Position

Section Three

(to be completed by representative of arbitrating body if complaint is taken to this level)

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.....

..... Signature of Arbitrating Body Representative

..... Position

Administration Only: Regal Security and Industry Training

Participant File Updated _____ Initials: _____

Regal Security & Industry Training Pty Ltd

Appeal against assessment decision

1. PERSONAL DETAILS

Learner NumberContact Telephone.....

Family Name

Given Name/s

2. CHECKLIST

Have you:

Made an appointment and discussed the matter with your assessor Yes

No

Completed all the requirements for the unit up to and including the work under dispute Yes

No

3. PROGRAM/UNIT DETAILS

Unit of Competency Code and Name

4. BASIS FOR APPEAL (Please tick appropriate section/s)

Result not based on agreed assessment criteria

Assessment method at variance with statement on unit outline

Unfair competency outcome based on stated criteria and quality of work Work handed in on time was not marked

Other reason (please specify)

8. PROCEDURE

The appeal must be lodged within 14 calendar days of the date the mark for assessment task was notified to the learner or the final result was published.

Please hand the completed form together with any supporting documentation to Administration.

9. RECEIPT

Date of lodgement

Received by (name)

10. ACTION

Action taken by assessor

.....

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.....

.....

11. RESULT

I am satisfied with the results of this process.

Learner name.....

SignatureDate

I am not satisfied with the results of this process and wish this matter to be heard by an independent person.

Administration Only: Regal Security and Industry Training

Participant Appeal received: _____ Initials: _____

Participant Action received: _____ Initials: _____

Participant Outcome received: _____ Initials: _____