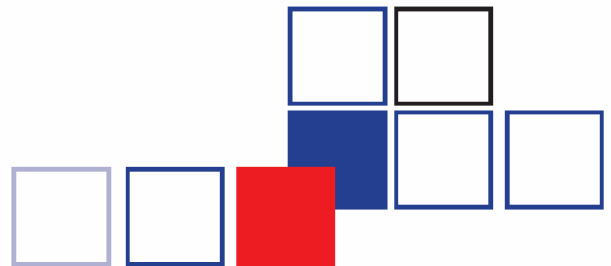


AUSTRALIAN  
SCHOOL OF  
SECURITY &  
INVESTIGATIONS

**Student Handbook**



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## **ABOUT US**

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

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

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

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

## **CODE OF PRACTICE**

- **Educational Standards**

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

- **Enrolment / Admission**

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

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

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

The issuance of the licence may be dependant upon a number of other factors besides the completion of the Certificate III in Investigative Services and we urge each student to contact the regulatory body in their State for confirmation of requirements.

- **Refund Policy**

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

ASSI will issue refunds when:

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

ASSI will not issue refunds for:

- A change in a students working hours;
- Moving interstate or overseas;
- Change of employment;
- Students who leave before finishing a course or module;
- A three month period has elapsed after enrolment.

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

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

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

- **Award**

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

- **Marketing**

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

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

- **Manuals/Facilities**

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

- **Course Assessment**

Most courses are assessed by a mixture of written tests and participation in various exercises or simulated situations that are encountered in everyday work. Students on completion of course modules and subjects will be offered verbal feedback by Course Instructors as to their performance in training. Students can request a personal feedback session with Lecturers at any point.

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

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

- **Outcomes**

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

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

- **Grievances/Appeals**

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

- **Support Services**

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

- **Credit Transfer**

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

- **Entry/Exit Points**

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

- **Appeals**

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

- **Guarantee**

ASSI honours all guarantees outlined in our Code of Practice and brochures. ASSI can have its registration withdrawn for non-compliance with this Code of Practice.

## **LEGISLATION AND GOVERNMENT ACTS**

As a Registered Training Organisation, ASSI ensures that its policies and procedures meet the requirements and stipulations of all Commonwealth State and / or Territory Legislation relevant to its scope of operations.

## **STUDENT RIGHTS & RESPONSIBILITIES UNDER ASSI'S EQUAL OPPORTUNITIES POLICIES**

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

- **Policy on Equal Opportunity**

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

- a) Promote the development of a learning culture supportive of equity principles;
- b) Ensure all of its management and educational policies and practices reflect and respect the social and cultural diversity contained within ASSI and the community it services;
- c) Ensure that the appointment and advancement of staff and admission and progression of students within ASSI are on the basis of merit;
- d) Provide equal employment and educational opportunities within ASSI and identify and remove barriers to participation and progression in employment and education, and implement an affirmative action program for equity groups;
- e) Eliminate unlawful discrimination against staff and students on the grounds of sex, marital status, pregnancy, breastfeeding, race, age, parenthood, physical, intellectual and mental impairment, religious belief, lawful sexual activity, trade union

activity, criminal record, social origin, medical record, nationality, political belief or activity; and

- f) Comply with state and federal legislation on discrimination, equal opportunity and affirmative action and binding international human rights instruments.

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

- **Policy on Inclusive language and Presentation**

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

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

## **SEXUAL AND GENDER - BASED HARASSMENT POLICY AND PROCEDURES**

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

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

- **What is harassment?**

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

- **Sexual Harassment**

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

- a) Inappropriate remarks with sexual connotations;
- b) Smutty sexual jokes;
- c) The display of offensive material;
- d) Staring, leering, offensive gestures;
- e) Inappropriate posturing;

- f) Comments and questions about another persons sexual conduct and/or private Relationships;
- g) Persistent unwelcome invitations;
- h) Request for sexual favours;
- i) Offensive written, telephone or electronic mail or other computer system communications;
- j) Unnecessary close physical proximity including persistently following a person;
- k) Unwelcome physical conduct such as brushing against or touching a person;
- l) Actual molestation; and
- m) Sexual assault.

- **Gender-Based Harassment**

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

- a) Denigrating comments regarding a person's gender;
- b) Display of written or pictorial material that denigrates a person's gender;
- c) Negative behaviours, eg. Bullying, intimidating or excluding related to the gender of the person; and
- d) Expressing stereotyping, that is assumptions based on gender about the person's gender, group behaviour, values, culture or ability.

## **LANGUAGE, LITERACY & NUMERACY**

An initial language, literacy and numeracy assessment will ensure that the trainee or student will have a reasonable chance of success in their training. It is necessary to identify the level of language, literacy and numeracy skills that trainees in particular possess when the training plan is being developed. This will identify those trainees who may need additional training, and those who may need to be referred to alternative training. All students and in particular trainees will need to learn some new language, literacy and numeracy skills that are specific to their particular job. Your ASSI trainers will provide clear instructions and ample opportunities for practice when reading, writing, oral and numeracy tasks are required as part of a competency. Some trainees may need additional assistance in language, literacy and numeracy, and some may not have sufficient skill to succeed in ASSI training program and may need to be referred to a specialist language, literacy and numeracy course at TAFE or other Organisation like an English language Institute for overseas students. In some cases, your initial assessment may be as simple as completing the Course Application Form, or may consist of a telephone or face-to-face interview combined with a brief introductory discussion, or assessment of skills by your trainer (some formal and some informal). This may be as simple as a "warming up" session in the class where the trainers introduce themselves and so do the students. In most cases, there will be a combination of the above assessment methods.

## **RECOGNITION OF PRIOR LEARNING/CURRENT COMPETENCIES**

Students can apply for exemptions from modules in courses where they can demonstrate that they have the skills or knowledge already. These skills or knowledge may have been obtained from prior study (especially in similar courses) or even from life experience. This type of recognition is also known as Recognition of Current Competencies (RCC). The Recognition of Prior Learning process is a way of recognising these skills and prior learning. Obviously the prior learning must be relevant to a course of study offered by ASSI. ASSI will recognise those qualifications that have been issued by another Registered Training Organisation.

- **Applications for RPL**

Apply to your course lecturer or through the ASSI office. It is best to use the ASSI RPL kit designed especially for each course.

- **Evidence to Support RPL Application**

You will have to provide documentary evidence of your prior learning for each module you claim exemption from, and be assessed by the instructors or a panel established by ASSI. This assessment can only commence after the application fee is paid. You must have the certified photocopies of documentary evidence included in this application. All evidence should either be headed with the UNIT NAME AND NUMBER for which you are applying for RPL or a document number if the evidence will be used for exemption from more than one unit. The documents for each unit must clearly demonstrate that you have completed the elements of the unit in your previous study, work experience etc. Various units can refer to the same certificate or other evidence. You must consider each time whether the evidence obviously satisfies the elements of each unit. If not, you must write an explanation of how the document satisfies the element or unit. If the evidence is say a certificate from TAFE from a course you have completed eg Diploma of Justice Studies, a certificate or diploma is not enough as we do not know the contents of the course. In addition to the "Diploma" or "Certificate" or "Result of Assessment" sheet or "Statement of Attainment", you must include a subject outline for all relevant subjects as well. You have to obtain this from the learning institution. These again are primary documents. If the evidence you are giving for having already attained the outcomes is by having completed a previous course you need a copy of your certificate or licence as well. Unless it is clearly obvious, you may need a letter explaining how a particular document shows that you have achieved the learning outcomes for each module. You should always include a brief CV or resume as well. This is called secondary evidence and is used to "fill in the gaps" in some units. The resume or CV is again labelled "Document" etc If you are from a police or military background, we need to know how long you served, what areas or units you served in and a general description of any relevant courses including recruit training.

## **Layout**

The easiest applications for RPL are those that are done to the following format:

- a) Number each letter or documentary form of evidence;
- b) Attach the evidence documents in order at the end of this application;
- c) If possible place the application in a folder and each numbered document with a Divider;
- d) Refer to the documents by number – it saves you a lot of writing eg “see document 1”; and
- e) Documents include: statements of service, pay slips, certificates, CV or resume, photographs, tax returns, copies of reports, statements, court reports/transcripts.

The school will provide a proforma application for RPL to students on request.

NOTE: Just think of the application from **our** point of view. We don't know you, so will reading your CV and the proof of the RPL components with the documents etc satisfy us – would you then accept the application as proof of the applicant having satisfied the requirements for that module?

## **Award**

In the event that you are successful, you will not have to complete the module you have been exempted from. This means that you will not be graded by ASSI for that module, but will be recognised as having completed the module.

## **Appeal**

If you are unsuccessful, you have the opportunity to appeal to an appeal panel or to ASSI's Managing Director.

## **DISCIPLINARY POLICY**

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

Level 1 – Student is issued with a verbal warning;

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

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

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

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

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

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