



# **INVESTIGATIVE SERVICES PROGRAM**

## **STUDENT INFORMATION and Code of Practice**

**Tactical Training (Australia) Pty Ltd**

**RT0 2292**



**Outstanding Security  
Performance Awards  
WINNER 2016**



## Dear Student

Welcome to Tactical Training (Australia) Pty Ltd (RTO 2292).

During your time with us we will endeavour to ensure you have a positive, rewarding, and exciting learning experience. In return, you are expected to work with us by attending all required training days and completing all assessment activities that make up part of your chosen course.

This information booklet provides you easy access to valuable information and frequently asked questions that are relevant to your training experience.

## CONTACT US

Office hours are:

Monday to Friday - 8:30am to 5:00pm

If you have any questions, please contact our Customer Care team:

### Call

Telephone        8331 1620

### Email

[customercare@tacticaltraining.edu.au](mailto:customercare@tacticaltraining.edu.au)

Emails to the above address are checked each business day. Enquiries for Trainers and Assessors can be sent to this email address and will be redirected to the relevant person.

### Training Centre Location

Tactical Training's facilities are located at:

Unit 3 / 190 Glynburn Road  
Tranmere SA 5073

### Website

[www.tacticaltraining.edu.au](http://www.tacticaltraining.edu.au)

### Follow us on Social Media



<https://www.facebook.com/tacticaltrainingaustralia>



[https://www.instagram.com/tactical\\_training\\_australia](https://www.instagram.com/tactical_training_australia)



<https://www.linkedin.com/company/72069568>

Tactical Training (Australia) has over 20 years' experience and background in vocational education and training (VET) relevant to its scope of registration. Qualifications issued are nationally accredited and recognised by:

- Australian Qualifications Framework (AQF)
- Consumer and Business Services (Security Licensing Division)

Current Qualifications offered as registered on [www.training.gov.au](http://www.training.gov.au) are:

- CPP20218 Certificate II in Security Operations
- CPP31318 Certificate III in Security Operations
- CPP31418 Certificate III on Close Protection Operations
- CPP30619 Certificate III in Investigative Services
- CPP40719 Certificate IV in Security Management
- CPP50619 Diploma of Security Risk Management

Further information about our courses is available on our website: [www.tacticaltraining.edu.au](http://www.tacticaltraining.edu.au) and brochures are available from our Customer Care team and may be sent out via post or email.

If you would like to talk to us, please contact the Customer Care team by phone on 8331 1620 or email us at [customercare@tacticaltraining.edu.au](mailto:customercare@tacticaltraining.edu.au)

## Venue

Training and Assessment will take place onsite at our training facility at Unit 3/190 Glynburn Rd, Tranmere SA unless otherwise stated. For example CPP30619 Certificate III in Investigative Services requires:

- Training exercises undertaken within walking distance of our facility
- a half day attendance at a metropolitan shopping complex for the purpose of assessment
- attendance at a courthouse to observe a trial or trials over a three-hour period

All details will be supplied at induction.

## Facilities

You will be provided with an orientation of the facilities on the first day of your course (a tour can also be arranged before you enrol). While using these facilities, you are asked to be considerate to our neighbours and to ensure that safe practices are used to protect the facilities from damage. Similarly, it is expected that you conduct your activities in a manner that minimises risk of accident/injury to yourself and others. As a safety precaution, we ask students not to congregate near the entrances of the buildings during breaks. Please keep all building exits clear.

A kitchen, fridge and microwave are available for your use. Coffee and tea facilities are also provided.

A variety of food outlets are conveniently located nearby.

## Transport and Parking

If you need to catch the bus, simply catch the **H30 bus** in Currie or Grenfell Streets in the City and get dropped off at stop 16 Arthur Street, Tranmere. It's just a quick 100m walk to our training centre, just look for the Tactical Training sign on Glynburn Road.

There is plenty of car parking available near the training centre; including across the road from our Training Centre.

**NOTE:** Always check for any parking restriction signs and remember to remove all valuable items from your car and lock it.

## Smoking Policy

Tactical Training is a Smoke Free Environment. Please respect our neighbours. Smoking is prohibited near any entrance to our building and the entrances of any surrounding buildings. Smokers are invited to use the designated smoking area.

## Duration of Training

As VET courses are competency based, meaning you are not issued a qualification until you have demonstrated competence across all elements and performance criteria in each of the units, and all students learn at different paces, it is difficult to provide a standard duration of training. However, below is an outline of the modes of delivery and assessment. If you require additional information before you make your decision to enrol into a qualification, please speak to our friendly Customer Care team.

## Modes of Delivery and Assessment

Your course commences immediately upon enrolment. You will be enrolled onto the online learning component of the course. You will receive your Learner Assessment Guide (LAG) and Learner Resource (LR) on your first contact day.

Your training is a combination of:

- Pre-course reading and assessments (including online assessments)
- Face-to-face workshop: including skills assessments with realistic scenario exercises as discussed during your phone enrolment appointment
- Reading and written activities throughout the duration of your training (including homework tasks)
- Final assessment papers issued on your last contact day
- Make-up days which are required if any days are missed

Any training materials you receive remain the intellectual property of Tactical Training (Australia) Pty Ltd and are subject to copyright. Should you require a hard copy of the Learner Guide, these are available for purchase. Enquire with Customer Care. There is a one week turnaround for ordering hard copy materials.

Workshop dates will be discussed upon enrolment to allow you to organise your availability. All online assessments must be completed prior to attending the workshop. We recommend allowing **at least three (3) months** prior to a scheduled workshop to give you enough time to complete the online assessments – you will need to judge your own ability to complete the assessments prior to the dates you wish to attend based on individual circumstances.

To successfully complete your qualification, you must:

- **Complete all online assessments activities prior to the workshop**
- **Attend every day of the workshop** and
- **Complete all assessment activities** that are allocated to you by your Trainer during the workshop.

## Attendance and Arrival Time

Out of courtesy for your trainer and fellow learners, please be sure to **arrive on time every day** (about 10 minutes early to get settled for the day). It is essential to confirm your availability for the workshops well in advance. Due to the nature of the training and limited availability of the workshops you may be required to attend the full workshop again if any day is missed.

We understand that occasionally unavoidable circumstances do arise. If you are unable to attend or running late, contact the Customer Care team ASAP. Office hours are from 8.30am and an answering service is in place outside of hours.

Upon enrolment your course commences immediately, and you are allowed up to 12 months to complete the course. We encourage you to contact us if you need more time to complete your course.

Although unlikely, course dates may be postponed or cancelled. Please refer to our refund information regarding your rights if this happens or speak to one of our friendly Customer Care team members.

## Assessments

The assessment process will be discussed at enrolment. Assessment includes a combination of:

- **Online assessments activities**
- **Performance based assessments and scenario exercises** and
- **Assessment activities and Final Assessment** issued by the Trainer during the workshop.

Information about the online assessment activities is issued upon enrolment. Further information is embedded into the online learning system.

Assessments that are undertaken across the duration of the workshop are issued by the Trainer. Information about this process will be issued at the Pre-Course Attendance Day and throughout the workshop. Further details are also printed in the Learner Assessment Guide issued to you when attending the workshop.

If you have any questions or need further assistance please contact the Trainer, via email to [customercare@tacticaltraining.edu.au](mailto:customercare@tacticaltraining.edu.au) or by telephone on 8331 1620.

If an assessment result is found to be 'not yet competent', your Trainer will talk to you about your options to help you complete your course.

## National Recognition of Certificates from Other RTOs

Tactical Training recognises the qualifications and statements of attainment issued by other registered training organisations for nationally recognised qualifications as well as individual units. National recognition may also be referred to as Credit Transfer.

As an example, this means, if you have completed a unit of competency for another course with an RTO and you can show us your current, original certificate; you will not have to repeat this unit to achieve this program.

Some conditions will apply depending on the course that you are doing. Please discuss this with a Customer Care team member during your enrolment so that your individual circumstances may be considered.

## Recognition of Prior Learning

Tactical Training can provide Recognition of Prior Learning (RPL) assessments for students who believe they have current, relevant industry skills and underpinning knowledge in the units delivered within a qualification. This means that skills and knowledge you have gained from previous study, your previous employment and life experiences can be assessed as evidence toward recognition for part of or all of any nationally recognised training.

Costs for RPL assessments will vary from person to person depending on level of skill and knowledge that can be demonstrated, and the qualification/course that you are applying for RPL in.

Please discuss your RPL questions with us prior to finalising your enrolment. A complimentary pre-assessment can be arranged to provide an indication of level of RPL that may be granted, and costs of any gap training should it be required. A pre-assessment does not provide a conclusive final decision; however, every effort is made to provide you with a strong indication of the expected outcome.

## Issue of Certification

Upon successful completion of all training and assessment, graduates will be issued with the qualification:

- CPP30619 Certificate III in Investigative Services

Where a qualification is not attained, a Statement of Attainment will be issued for any units that have been completed.

Certificates are issued in an electronic format by means of a pdf document sent via email. You may request a hardcopy of your certificate at no charge (fees apply for parchment re-prints- see Fee Information section).

**You will not receive your certificate until your course fees are paid in full.**

## Entry & Occupational Licensing Requirements

Always check local licensing requirements before enrolling. The Certificate III in Investigative Services qualification relates to occupational licensing under the provisions of the *Security and Investigation Industry Act 1995* in South Australia.

At Tactical Training, we take care to provide essential information about licensing eligibility. We also encourage you to contact the relevant licensing authority to talk about any concerns you may have about your personal situation.

For further information, please contact Consumer and Business Services on  
Ph: 131 882 or visit the website:

<https://www.sa.gov.au/topics/business-and-trade/licensing/security/security-and-investigation-agent-licence>

Australia wide: <https://www.asial.com.au/resources/licensing-contacts>

## Additional Training and Licensing Requirements

Due to the nature of the industry, many private investigators are established as private contractors and are therefore **self-employed**. To operate as a business in the security and investigations industry in South Australia, applicants must satisfy the **Business Criteria for Contractors**. This is administered by Consumer and Business Services (CBS) – follow this link for more information:

<https://www.sa.gov.au/topics/business-and-trade/licensing/security/security-and-investigation-agent-licence>

(or search: *security or investigation agents business criteria*).

CBS provides information for licensing and qualification requirements for this industry.

## Pre-Requisite Skills

Some qualifications stipulate pre-requisite qualifications.

There are no pre-requisite entry requirements for this qualification.

Information about pre-requisites is available on the training.gov.au website, printed on Tactical Training qualification brochures and will be discussed with you prior to enrolment.

Where pre-requisites exist for a qualification, you are required to provide evidence in the form of your original qualification. A verification process will take place by contacting the issuing RTO.

## Support Services

At Tactical we offer additional support throughout your time with us. Where needed, our Customer Care team can support students with questions about the online learning system and workshop dates. Trainers are available to assist with specific questions relating to the course contents and assessments.

## **Language, Literacy, and Numeracy (LLN) Requirements**

Verbal communication, reading and writing skills are essential skills required to complete this training and for employment in the security industry. As a part of the enrolment process, you may be asked to do an LLN assessment to help decide if this course meets your personal needs. You may also request to do an LLN assessment if you have any concerns. If you do need special LLN training outside of the scope of what Tactical Training can provide, we can assist you to locate the help you need. Costs for specialist LLN assistance must be paid by the student.

## **Special Needs**

At Tactical Training, we make every effort to give you a positive learning experience that leaves you with relevant industry skills and knowledge and is also enjoyable! To help us, please tell us if you have any special needs that may affect your learning experience. Special needs may include medical conditions, physical or other disabilities, learning difficulties, cultural or personal matters. We will work through these special need requirements as best we can. Should your needs go beyond our services, we will assist you to locate specialist assistance from appropriate agencies.

## **Industry Consultation**

Tactical Training carries out actions to ensure the currency and continuous improvement of our services and training products. Tactical Training engages industry in its training and assessment arrangements. This is performed to ensure training content, development, delivery and monitoring of training and assessment, is up to date with current industry standards. This is achieved through meeting with employers, industry associations, licensing authorities and other parties who can contribute to our validation processes.

## **Complaints and Appeals**

If at any time throughout your program you are not satisfied with the level of service you are receiving, please speak to your Trainer or to the Customer Care team. We are happy to discuss any issues with you. Tactical Training has a Complaints Policy in place to ensure the effective management of any problems you may experience. Written complaints may be submitted by email to: [privacy@tacticaltraining.edu.au](mailto:privacy@tacticaltraining.edu.au).

If we fail to come to a mutually agreeable outcome and you would like to pursue the matter further, complaints about nationally accredited training should be directed to the Australian Skills Quality Authority via email to: [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)

Where a complaint does not relate to nationally accredited training you have the right to lodge your complaint/appeal with an industrial relations agency, where an independent review of your complaint/appeal will be undertaken.

Tactical Training's Complaints Policy is available on our website at: <http://www.tacticaltraining.edu.au/information/terms-and-conditions> or a hard copy can be made available for you if required.

## **Continuous Improvement Process**

All complaints substantiated by the complaint's procedure will be reviewed as part of our Quality Assurance process, and where corrective action has been highlighted it will be implemented as a priority, recorded in writing and a register of the complaint maintained.



## Fee Information

It is Tactical Training's policy that the course fee is all inclusive.

All course fees are disclosed in the information brochures available for download on our website:

[www.tacticaltraining.edu.au](http://www.tacticaltraining.edu.au).

**Note:** *Fees may change without prior notice.*

Course fees and charges do not include the cost of:

- Occupational licensing or application fees. Information about occupational licensing fees should be discussed with the relevant issuing body (i.e. Consumer and Business Services)

Additional costs will apply for:

- Replacement of lost, stolen, or damaged study materials (learner guides and assessment guides)
- Re-issue and printing of replacement parchments (lost, stolen or damaged)

Contact the Customer Care team for information about these fees.

## Payment of Fees

A deposit of \$1500 is required for the Investigative Services qualification. A payment plan will be arranged for the amount owing with regular payment intervals. You will be provided with a tax invoice as a record of payments. The fees owing will appear on the tax invoice.

Please be aware that qualifications will not be issued until course fees are paid in full.

## Funded Training

If your training is being funded by a **employment services** provider or other agency, please speak to your consultant before visiting Tactical Training. Your agency must provide us with a Purchase Order prior to you attending an Enrolment Induction Appointment.

## Cancellation of Course Refund Policy

If you decide to cancel your course, to be eligible to receive a refund, you must notify us in writing:

- Within **seven (7) days** of enrolment

An **administration fee of \$250 applies in all cases** where a refund is requested.

If you are not eligible to receive a refund, we will discuss other viable options available to you.

Tactical Training's refund Terms and Conditions are listed on our website at

<http://www.tacticaltraining.edu.au/information/terms-and-conditions> and our Refund Policy and Procedure can be made available for you in hard copy if required.

## Requests for extension of time

We understand that circumstances may arise that can impact on a student's ability to complete their course. If such a situation should arise, students are entitled to request an extension of time.

Enrolments may be extended for 1-3 month time periods and are limited to 3 extensions requests.

All requests for refunds are required to be made in writing, addressed to Tactical Training (Australia) Pty Ltd, Unit 3/190 Glynburn Road, Tranmere SA 5073 or via email to: [customercare@tacticaltraining.edu.au](mailto:customercare@tacticaltraining.edu.au)

Each case will be considered on an individual basis.

## **Tactical Right to Cancel and Or Postpone**

Tactical Training reserves the right to cancel or postpone course dates to alternative dates. Participants will be provided every opportunity to transfer into another session or course program. In cases where this is not possible, a full refund will apply. All course materials provided to the student must be returned unused and in excellent condition.

## **Transition of Superseded Qualifications**

At times, Industry Skills Service Organisations (SSO) will make changes to training package products. Training packages are updated to ensure they align with current industry trends and requirements. These updates ensure that students receive the necessary skills for the current work environment.

When training packages are superseded, an RTO is responsible for transitioning to the new versions within 12 months of the revision.

If you are enrolled in a program at the time it is superseded, one of two things will happen:

1. We will assist you in completing your qualification prior to the end of the 12 month teach-out period.

If this is not possible, we will do the following:

2. Transition you into the new version of the training product.

In some cases, this may mean you are required to attend additional training and undertake further assessments to meet the new assessment conditions, however, it is the best way to ensure you receive the full value of your investment.

You will be required to pay additional course fees in the following circumstances:

- Where you have not completed your studies within the 12 months enrolment period, and you have not contacted us for an extension of time
- Where you have received three or more extensions for your original enrolment
- Where you have previously requested to discontinue or withdraw from the superseded qualification
- Where you have not responded to our correspondence relating to transition of training within the timeframe provided

NOTE: It is essential for you to notify us of any changes to your contact details (i.e. address, phone number, email) to ensure you can receive important notifications.

## **Student Rights**

Tactical Training takes measures to ensure your satisfaction and safety throughout your training. We pledge to provide:

- Quality instruction
- Assessment under a framework that is fair, reliable, flexible, and valid
- Considerate and courteous treatment by all staff
- Access to your assessment records and materials (for up to 6 months)
- Access to your assessment results
- Freedom from any form of harassment or unfair treatment
- Freedom from discrimination on grounds of ethnicity, marital status, age, gender, or disability
- A system to have any complaints/appeals dealt with in confidence - fairly and promptly
- A learning environment that protects your safety, health, and well-being

## Student Code of Conduct

Tactical Training reserves the right to discontinue services to any person or organisation who fails to comply with the Code of Conduct Policy.

Terms and conditions of enrolment into a course require each student to agree:

- To arrive on time for every day they are required to attend
- To follow all safety rules, procedures and instructions of Trainer Assessors and other staff members of Tactical Training
- That no person is permitted to enter classes if under the influence of drugs or alcohol
- That no drugs or alcohol (excluding any required prescribed medications) are to be consumed during any training session
- That smoking is not permitted in any part of any building including toilets and stairwells
- That no person shall interfere with the learning, enjoyment, comfort, or safety of another person
- Not to leave the room during training unless necessary
- To actively participate in training
- To attend all days of training and complete all assessment activities

## Disciplinary Procedure

Any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course without entitlement to a refund of fees.

Any persons who fail to meet all attendance and assessment requirements, including repeatedly leaving the training room to answer telephone calls, and failing to pay attention or participate, will be required to attend additional days to make up for missed training.

## Privacy Notice

Tactical Training (Australia) Pty Ltd (TTA) is committed to maintaining the privacy and confidentiality of your personal information. At each stage of the information lifecycle, including collection, use, disclosure, storage, destruction and de-identification, your information is carefully handled and managed.

The information that we collect is primarily to create your student file and to meet the data provision requirements that surround the delivery and assessment of nationally accredited training.

Tactical Training will comply with all legislative requirements under the *National Vocational Education and Training Regulator Act*, *Privacy Act*, and *Australian Privacy Principles*.

For more information, please refer to Tactical Training's Privacy Policy.

## Security of Personal Information

Tactical Training will take all measures to ensure collected candidate personal information is protected from misuse, loss, or damage, and that all data and record storage is secured from unauthorised access, modification, or disclosure.

## Access to Your Personal Information

Tactical Training will allow candidates access to personal information held in all circumstances unless prescribed exceptions apply. Original documentation cannot be removed from files and must remain with Tactical Training as a condition of compliance with the National standards. **Administration fees may apply** – contact the Customer Care team for information about these fees.

## **Access to Student Records**

Students can access their file for up to 6 months from the issuance of parchment. After this time, hard copy files are disposed of via a confidential document shredding service. We advise that you must call in advance to arrange access, so your file can be collected from archive. Files or their contents cannot be taken, and fees may apply for photocopying and reprinting certificates. (20c/side B&W or 60c/side colour).

## **Working with Persons Under 18 Years of Age**

Tactical Training will comply with all relevant State and Federal legislation in working with children. Candidates under 18 years of age may enrol with Tactical Training.

## **Work Health and Safety**

Tactical Training takes steps to provide a safe, healthy, and secure learning environment. Participants have a duty of care not to jeopardise their health or safety or the health and safety of other persons whilst undertaking their studies. Participation is at the learner's risk and acceptance of these terms is a condition of entry into the training program. Students have a right not to participate in any activity that they feel may place them at risk.

## **COVID-19**

The RTO will continue to monitor the circumstances in relation to COVID-19 and will continue to do so for the foreseeable future.

The RTO will follow the advice as supplied through the Government of South Australia, and if necessary, training and assessment will be modified as recommended according to the current circumstances.

Below is an overview of some of the health and safety practices followed at Tactical Training to mitigate risks, protect the safety of our students and staff, ensuring the quality of our training and assessment and looking after your investment:

- Anyone who is unwell and/or displaying respiratory symptoms must not attend the training facility
- Hand-wash stations and hand sanitiser are available throughout our training centre
- Regular environmental cleaning is conducted
- PPE is provided for staff and students to use whenever necessary

For your safety and that of your fellow students and our team, please follow the procedures we have put in place.

## **Disclosure of Safety Information**

For your safety, you have a responsibility to disclose all information, such as physical injuries, medical information, or traumatic experiences that may hinder your ability to participate in parts of the training.

Where possible, we will adjust training to make it possible for you to successfully complete your course, but please be aware, there are some aspects that are unable to be modified.

You must nominate an emergency contact of someone we can call in the event of an emergency.

## Indemnity Disclosure

Tactical Training, their agents and employees accept no liability for any loss or damage suffered by or to any participant by any means, act, or omission or through any circumstances. In consideration for and as a strict condition of your participation in this course; you agree to indemnify and save harmless the Directors, Agents, Employees, and Contractors from all actions, suits, claims, proceedings or demands or loss howsoever arising out of your participation in any training or activities associated with the course of studies you propose to undertake. You acknowledge that participation is at your own risk and you release all:

- Claims
- Demands and/or other causes of action in the present and the future.

In signing the terms and conditions on your registration forms, as part of the pre-enrolment process you are declaring that you have read and understood the liability conditions of your participation. You understand, acknowledge, and accept the conditions and agree to be bound by the terms as stated.

## Dress Code

Dress code is neat casual clothing (no singlets and no tops with offensive language or designs). We ask you to maintain your personal hygiene as some training exercises may bring you into close contact with other students; please consider their comfort as well as your own.

Training includes practical exercises and scenarios. Please wear comfortable, casual clothing and enclosed shoes for your safety and comfort.

## Mobile Phones in Class

In the interest of providing a positive learning environment for everyone, **MOBILE PHONES MUST BE SWITCHED OFF** while in class. If you are expecting an **urgent call**, please keep your phone switched to silent and leave the training room quietly to answer it.

This avoids unnecessary interruptions and inconveniences to others.

## Copyright Regulations

The copyright on our course materials is owned by Tactical Training and is protected by Australian copyright law and by international conventions and applicable law in other jurisdictions.

## Intellectual Property

Tactical Training holds the intellectual property of our training resources. In acknowledging our terms and conditions declaration as part of your registration, you are affirming that you have read the copyright notice or have had it explained to you as a condition of your participation in this course, and that you agree to the terms and conditions as outlined.

## Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a reference number system that was introduced by the Commonwealth government in 2015. The USI helps students access their training results for all nationally accredited training, including qualifications and units of competency, completed with a Vocational Education and Training (VET) provider, like Tactical Training.

It is compulsory for training organisations to collect your USI number before a certificate can be issued. If you would like more information about the USI, please visit the Australian Government Department of Industry webpage [Unique Student Identifier \(USI\)](http://www.usi.gov.au) - <http://www.usi.gov.au>, where you can create your own USI account, if you do not have one.

## How to Enrol

Upon contact with our Customer Care team, they will email information, including registration forms. Once we receive the completed forms, we will contact you via telephone to conduct the finalisation of the enrolment process. At this time, they will:

- Discuss the terms and conditions of enrolment and answer any other questions you might have
- Discuss any special needs or requirements
- Verify suitability regarding any relevant Occupational Licensing and LLN requirements
- Discuss the RPL assessment process
- Covid-19 protocols
- Payment

**IMPORTANT:** If you are not an Australian Citizen, please bring your passport and current visa information to the appointment. This is a compulsory requirement for entry into our Nationally Accredited courses. Tactical Training is not a CRICOS Registered Training Organisation and cannot enrol clients who are visiting Australia on a Student Visa. For information about CRICOS providers please visit: <http://cricos.education.gov.au/>

**DISCLAIMER:** Tactical Training has taken all reasonable steps to ensure the information presented in this document is correct and current. However, Tactical Training extends no warranty as to the accuracy or completeness of this document. Tactical Training and its agents and employees disclaim liability, whether in negligence or otherwise, for any loss or damage resulting from reliance on the accuracy or completeness of this document.

