



Allies Security Services

Student Handbook

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RTO Code: 91298

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Welcome to Allies Training Centre. Allies Training Centre is a Registered trading name for Allies Security Services Pty Ltd.

Allies Security Services Pty Ltd is a registered training organisation (RTO Code 91298) with the Australian Skills Quality Authority (ASQA) for the delivery of training and assessment services.

Our goal is to exceed students' expectations and provide an excellent learning experience so that our services will be recommended to others.

We are committed to providing quality training and equipping you with all the necessary knowledge, skills, and confidence to achieve your objectives successfully and to enter your chosen industry as a highly skilled professional.

Thank you.

Allies Training Team

1 Code of Practice

Allies Security Services Pty Ltd provides the highest standard of vocational education and training in First Aid, RSA and RCG, White Card, CIV in Work Health and Safety, and Traffic Control courses. Our Code of Practice outlines our operational policies and our commitment to our students.

Allies Security Services Pty Ltd:

Is committed to the continuous improvement of its training delivery and assessment services.

Complies with all State and Territory regulatory and legislative requirements.

Advertises and markets its training delivery services openly, honestly and with integrity.

Provides accurate, relevant and up-to-date information to students on licensing issues, fees and charges and training requirements.

Provides all stakeholders with clear guidelines in relation to refunds, appeal and complaint procedures.

Accepts applicants to its courses on the basis of access and equity.

Recognises qualifications issued by registered training organisations within the Australian Qualifications Framework.

Provides up-to-date facilities and equipment in a safe and healthy environment.

Prohibits discrimination in any form towards any group or individual.

Employs qualified and experienced staff in all areas.

Conducts assessments that are fair, flexible, valid and reliable and based on the principles of competency-based training and assessment.

Provides an assessment appeals procedure and opportunities for re-assessment. Re-assessment fees apply.

Provides academic support to students or referral to external agencies for additional learning support

Encourages feedback and evaluation from all stakeholders.

Maintains accurate, confidential and secure training and financial records.

Does not infringe on any privacy legislation, treats all information on students as private and will not release information about students to any third party without your express written permission (unless required to do so by law).

2 Scope of Registration

Allies Security Services Pty Ltd is a Registered Training Organisation with the Australian Skills Quality Authority (ASQA). Allies Training Centre is our registered trading name.

Our scope of registration includes the following qualifications, skill Set and Units of competency.

<https://training.gov.au/Organisation/Details/91298>

2.1 Trainees' Responsibility during Course Duration

Please read through the following information.

Acknowledgement of terms and conditions listed on RTO website

Follow evacuation procedures

Course prerequisites, language and literacy requirements for all courses.

A range of delivery and assessment methods will be used to deliver the course and assess competency.

You can apply for Recognition of prior learning or recognition for all courses available on the RTO's Scope of Registration, if you have relevant knowledge and skills and qualifications.

2.2 Morning/Afternoon Tea and Lunch Break Facilities

A lunch and morning tea room and facilities are available for you to use during breaks. Please keep this room clean and tidy. There is a kettle, refrigerator, and microwave available for heating and storing lunches and a Male and Female toilet.

2.3 Training Evaluation

As part of our continuous improvement procedures, you will be asked to complete a Course Evaluation survey and a Learner Questionnaire. This is your opportunity to provide us with feedback on the course, the trainers and assessors, the course administration, the training facilities, the training activities, resources and materials and the assessment procedures. Your comments enable us to make sure that your expectations are being met and to improve our services.

3 Legislative and Regulatory Requirements

Allies Security Services Pty Ltd is bound by and operates within the following legislative and regulatory requirements:

The Work Health and Safety Act 2011

Anti-Discrimination Act 1977 and Regulation 2009

Privacy and Personal Information Protection Act 1998

Fair Trading Act 1987

National Vocational Education and Training Regulator Act 2015

Enclosed Lands Protection Act 1901 and Regulation 2008

Industrial Relations Act 1996

NSW Liquor Act 2007

Racial Discrimination Act 1975 and Racial Hatred Act 1995

The National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020 (the Data Provision Requirements 2020)

3.1 Work Health and Safety and Safework NSW

Allies Security Services Pty Ltd guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.

You will be provided with an induction at all premises you are trained in, and at the beginning of the class, your trainer will talk to you about emergency evacuation procedures. In an emergency, you are to make your way quickly and calmly to the nearest exit and meet your trainer and other students at the meeting point for that location for a roll call.

No Smoking is allowed in any area of the RTO. If you wish to smoke, you must leave the premises.

There are also fire extinguishers clearly marked throughout the building in the case of an emergency.

You are responsible for:

Conducting yourself in a safe and healthy manner.

Ensuring the prevention of injury and disease to yourself, your trainers and your fellow students.

Identify and report to your trainer any possible hazards from equipment, facilities, and the environment.

Refraining from smoking

Refraining from eating in the workrooms.

3.2 Anti-Discrimination Act 1977

Allies Security Services Pty Ltd is committed to providing a fair and equitable organisation for its students and visitors. Any discrimination, harassment or bullying of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

You are responsible for:

Ensuring non-discriminatory, harassing or bullying behaviour at all times to other students, staff or visitors to the organisation.

Reporting any discriminatory behaviour, harassment or bullying to your trainer and/or Managing Director.

3.3 Equal Employment Opportunity

Staff recruitment procedures at Allies Security Services Pty Ltd are in line with the principles of EEO.

Allies Security Services Pty Ltd is committed to its staff remaining up-to-date with current trends in the First Aid and Security fields and in training and assessment. Staff members are encouraged to identify their training needs and to negotiate arrangements for addressing these needs.

3.4 Access and Equity

Allies Security Services Pty Ltd provides equal access to training and delivery services for local students. Where possible, we conduct flexible training to meet the specific needs of individual students.

Allies Security Services Pty Ltd is located on the first floor, and there is no wheelchair access at 34c Fitzroy Street.

3.5 Language, Literacy and Numeracy

All students enrolled will be required to complete a Language and Literacy test prior to course commencement. In cases where students fail the language and literacy test, they will be referred to the appropriate training centre for assistance (see below for further details).

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies such as TAFE NSW and the Adult Migrant Education Service. In extreme cases or cases of dyslexia or similar learning difficulties where no reasonable adjustment can be made, we may be required to source alternative arrangements such as www.cellfield.com.au or DORE achievement centres.

Where students have a physical disability that would prevent them from being able to adequately undertake a security job role covered under our scope of registration, they can be referred to an appropriate RTO that delivers the 1E licence qualifications. This licence class is suitable for candidates in wheelchairs but requires normal arm movement.

If you are unsure about your learning and assessment needs, please contact RTO prior to the course commencement to facilitate your needs.

Recruitment to Allies Security Services Pty Ltd is carried out ethically in accordance with Access and Equity principles.

Your trainers will:

Recognise the cultural diversity of all students.

Ensure equal treatment of all students.

Encourage full participation and assist all students in achieving course outcomes.

Provide equal access to resources.

Refer students with specific learning problems to appropriate agencies.

3.6 Harassment

Allies Security Services is committed to providing a training environment free of any form of harassment. No form of harassment will be tolerated under any circumstances, and appropriate disciplinary action will be taken against any employee, contractor or visitor who commits harassment.

Allies Security Services shall take all reasonable actions to ensure the prevention of any form of harassment.

Allies Security Services will treat all reports of harassment seriously. All reports will be investigated thoroughly and confidentially. Disciplinary action will be taken against any employee, contractor or student found guilty of harassment.

Students who feel they are being harassed or know of someone who is should report it to an Allies Security Services trainer/assessor or, if preferred, Allies Security Services management. Action will be initiated when a complaint is made in writing, stating specific details. A report of the facts will be made in complete confidence.

Where appropriate, Allies Security Services will not hesitate to report harassment allegations to the Human Rights and Equal Opportunity Commission. If it has been established that an offence has been committed, it may result in dismissal of the offender or removal from the training program.

3.7 Classroom Behaviour

Socially unacceptable behaviour will not be tolerated. This includes the use of foul language and any type of behaviour that compromises the safe learning environment that Allies Security Services strives to create for all students. The use of social media and non-course related activities, e.g. conducting business activities during class time, may result in the student being asked to leave the classroom. We request that students commit themselves to the intensive daily requirements of the course and inform their place of work of the commitment they are making.

4 Training Delivery and Assessment Services

4.1 Trainer Qualifications

All RTO trainers are skilled and professionals, they have expertises in catering to trainees from diverse backgrounds. All trainer go through stringent requirements before they are hired to deliver program on RTOs behalf.

4.2 Student Recruitment

Recruitment to Allies Security Services Pty Ltd is carried out in an ethical manner in accordance with Access and Equity principles.

Participants are provided with information about each course, as well as entry requirements:

- location of the training location
- provide information regarding USI requirements
- All enquiries for participation are provided with Allies Security Services Pty Ltd Information listed on Allies security services website.
- Access to courses is open to all applicants.

All students must pay a course deposit in order to secure their place in any given course.

Enrolment Procedure:

Student contacts RTO by telephone, email, in person or online.

Student is sent the course brochure, which includes a course overview of course prerequisites, if requested.

Student accept the terms and conditions published on RTO website including course pre-requisites and Inagauge, literacy and numeracy requirements.

Trainee proceed with the booking from RTO website acknowledging the course pre-requisites.

Trainees will be given a language, literacy and numeracy assessment prior to course commencement, if trainee is not able to meet the requirements and have paid for the course in advance. Trainees will be referred to external organisation for further assistance.

Instruction for the course require, jet will be sent via email, to ensure they are fully aware of course requirements and to contact RTO if they require assistance to finish the course successfully.

4.3 Delivery of Training

Refer to the RTO web pages for individual training products that are being advertised.

4.4 Learner Support Strategies:

The learning support strategies used by trainers at Allies Security Services Pty Ltd include:

Demonstrating procedures.

Providing opportunities for 'hands-on' experience and practice.

Ensuring individual support and advice to students.

Encouraging students to work at their own pace.

Provide extra time to complete activities.

Providing written learning material and illustrations to reinforce the learning.

4.5 Conduct of Assessment

Assessment is conducted in accordance with the Principles of Assessment and Rules of Evidence.

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Assessment is competency-based against the standards outlined in the units of competency. It includes:

assessment to determine your training needs

assessment during the training to judge how you are progressing

assessment of performance at the end of the units of training

recognition of prior learning or recognition of current competency

All students will be given ample notice prior to any assessments taking place so that they are able to adequately prepare themselves for each assessment task. At the beginning of each course, you will undergo a comprehensive induction, which includes a thorough explanation and discussion of the assessment plan in place for your course. If at any time you are unsure of the time, date, location or type of assessment, please discuss this with your trainer/assessor.

We encourage you to check the development of your skills and knowledge and indicate to your trainer when you are ready for assessment. The outcomes of the assessment are **Competent or Not Yet Competent**.

If you are assessed as **Not Yet Competent**, you can request a re-assessment, or if you disagree with the determination, you can appeal the decision (see 'Assessment Appeals' below).

4.6 Assessment Appeals Procedure

Any complaint about any assessment outcome or decision will be treated seriously, investigated thoroughly, and dealt with in a timely fashion. The Managing Director reviews the circumstances and results of any appeal. The following procedures are in place for lodgement of appeals:

- The student completes the appeals form ([Form 022](#)) (please contact us via phone (02) 9557 7466 or email compliance@alliesecurity.edu.au to obtain this form) and forwards it to the Managing Director (Imran Ali imran@alliesecurity.edu.au) or the Trainer / Assessor within 7 days of the assessment. This form can be obtained from our main reception area or upon request from any Allies Security Services Pty Ltd Staff Member.

An Assessor will contact the student and negotiate a time for re-assessment or resolution of appeal and, where necessary, seek arbitration by a third party or panel acceptable to all parties. The student can request an alternative assessor.

If the appeal is still unresolved, the student will be advised of external organisations, in particular ASQA, as your main point of contact for all complaints (see complaints section).

The assessor and/or Managing Director will provide the student with a written statement of the outcome or decision of the appeal and the reason for the decision within a further 21 days.

Re-assessment fees for all courses;
A re-enrolment fee applies for re-training and re-assessment.

Recognition of Prior Learning (RPL)

Under RTO obligations (Standards for ~~NVR~~ Registered Training Organisations 2015) Allies Security Training recognises qualifications issued by other RTOs. Allies Security Training will accept and mutually recognise the qualifications and Statements of Attainment awarded by any other RTO unless precluded by licensing requirements.

RIISS00054—Traffic Controller Skill Set (BLUE CARD) and RIISS00054 and RIISS00055—Traffic Management Implementer Skill Set (YELLOW CARD) for this program. Given the licensing requirements from SafeWork NSW, recognition will only be offered through an Assessment Only Strategy (AOS) for either existing formal skills for the purposes of recertification or informal skills for the purposes of certification, including live practical assessment.

If a learner considers that they have already formally acquired the learning outcomes of a particular Unit of Competency or multiple Units of Competency from this skillset, they can apply for Credit Transfer and then complete the AOS process. Evidence of completion of previous formal study will need to be provided and verified before this can occur.

If learners consider that they already have the skills required to meet the competency requirements of this skill set but have no formal qualifications, they can also elect to complete the AOS process.

Allies Security Training will ensure that Recognition of Prior Learning (RPL) and/or Credit Transfer is offered to all applicants on enrolment and that the process is structured to provide adequate information and support to applicants.

To apply for RPL/RCC, you will need to obtain the RPL kit and:

Read the units of competency and talk to your trainer to clarify any issues or if you require further information.

Collect and complete the Request for Recognition of Prior Learning form from the office.

Check your skills and knowledge for each unit of competency.

Collect your evidence to show your competence. Your evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (your own work).

List the types of evidence you have for each unit of competency.

Present your evidence and the list of evidence to the General Manager for assessment.

RPL will not be offered to trainees when the industry regulator prohibits its provision.

4.7 Issuance of Certification

Upon successful completion of your course of study, you will be issued with a Statement of Attainment or Certificate outlining your qualification details within 7 days. You will also receive a list of the Units of Competency undertaken in the Statement of Attainment or Certificate received.

You can personally collect your certificate/s at our main reception area, or we can post your documentation to you. If, at any stage in the future, you require a copy of your qualifications, you can write to us and request a copy. A postage and handling fee may apply.

Please keep your original qualifications safely stored. There will be a \$40.00 administration charge for the reprinting of certificates or statements of attainment issued by our RTO.

If you require a reprint within 24 hours, please get in touch with our staff to make arrangements.

5 Fees and Charges

5.1 Fees Schedule

Allies Security Services Pty Ltd has a payment plan for fees, which can be paid by cash, bank transfer, cheque, or credit card. If you require more time to pay for your course and would like to set up a payment plan, please let us know at the time of enrollment.

A deposit may be required and is dependent on the course you apply for, but the payment of all fees is receipted and dated at the time of payment. Records of fees receipted and dated are kept on our main database, and copies of receipts can be issued upon request.

5.2 Fees Refund Policy

We will issue 100% refunds when:

- A course has been cancelled by us
- Student gives us a minimum 48 hours written notice prior to commencement of the course.
- Where the trainee does not satisfy the course prerequisites

No refunds are available:

- After course commencement and withdrawn voluntarily.
- If a ~~participant~~trainee has been found NYC (excluding the Language, Literacy and Numeracy assessment)
- Where trainees breach the Terms and Conditions of the course
- In cases of trainee non-attendance without prior notification

All trainees wishing to get a Refund must apply in writing, preferably using the Refund Request Form (Form 007), available from our Admin Staff upon request. Records of refunds are kept and recorded on the Refund Log.

6 Records Access and Student Privacy

Allies Security Services Pty Ltd abides by the National Privacy Principles and the Data Provision Requirements 2020. Your information will not be disclosed to anyone outside the organisation without your consent. Your records are confidential and are not available to any third party without your written consent.

Under the *Data Provision Requirements 2020*, we are required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information may be used or disclosed for statistical, regulatory and research purposes. We may disclose your personal information for these purposes to third parties, including schools, employers, commonwealth and state/territory government departments and authorised agencies, NCVER, organisations conducting student surveys and researchers. Personal information disclosed to NCVER may be used or disclosed for issuing statements of attainment or qualifications and, populating VET transcripts, facilitating statistics and research, and understanding and administering VET.

You may receive an NCVER student survey, which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988 (Cth)*, the *VET Data Policy* and all NCVER policies/protocols.

Students may opt-in in writing to allow their feedback and photos to be used for promotional and marketing activities. Student feedback and photos will not be used without a student's written permission.

If you require a copy of your qualification, please see section 4.7 above.

7 Facilities and Equipment

Allies Security Services Pty Ltd is maintained as a training venue suitable for training and assessing the theoretical and practical components of the courses we offer. Facilities and equipment are inspected regularly and maintained in good working condition to ensure effective and efficient operation.

Students have access to necessary instructional and assessment facilities, materials and equipment. Training facilities include:

- Suitable study chair and table sets
- Data projector attached to Laptop
- Whiteboard
- First Aid equipment
- Routine Equipment such as Two-way Radios, traffic control bats and documentation
- Adequate acoustics, ventilation and lighting
- Amenities for coffee and lunch breaks
- Toilet facilities
- Accessible references and resources

You are responsible for:

Identify and report to your trainer any possible hazards from equipment, facilities or the general training environment.

Refraining from smoking anywhere in the building

8 Complaint and Appeals Procedures

8.1 Complaints and Appeals Overview;

Complaints Procedure

In the event that a student or staff member has a complaint concerning any matter in relation to the training and assessment or any other matter, they may:

Speak directly with the person concerned or a supervisor or manager.

- If the complaint is unresolved, the complainant can discuss the matter with the Managing Director Imran at imran@alliesecurity.edu.au.
- Complaints can be lodged on our complaint form, form 17, and can be obtained through administration staff at (02) 9557 7466 or on compliance@alliesecurity.edu.au
- If the Managing Director is unable to resolve the matter, an independent person or panel, such as Intermediate (www.intermediate.com.au) or Leadr (www.leadr.com.au) will be engaged to assist in the dispute resolution. The losing party will accept costs for the external mediation.

Matters of complaint will be dealt with directly by The Managing Director, who will formally view any written complaint within 21 days of receipt.

A response in writing will be forwarded to the complainant, notifying the result and/or any further action.

If a student is dissatisfied with a Not Yet Competent decision for an assessment task/s, they can appeal the decision.

Any appeal about any assessment outcome or decision will be treated seriously, investigated thoroughly, and dealt with promptly. The Managing Director reviews the circumstances and results of any appeal. The following procedures are in place for lodgement of appeals:

The student completes the appeals form (Form 022) and forwards it to the Managing Director or the Trainer / Assessor within 21 days of the assessment. This form can be obtained from our main reception area, and this handbook has a copy.

An Assessor will contact the student and negotiate a time for reassessment or resolution of appeal and, where necessary, seek arbitration by a third party or panel acceptable to all parties. The student can request an alternative assessor.

The assessor and/or Managing Director will provide the student with a written statement of the appeal's outcome or decision and the reason for the decision within 21 days.

If the appeal is still unresolved, the student will be advised to contact. To do this, a student should complete the ASQA Complaints form (available on the ASQA website) or contact them on 1300 701 801.

Also, they may call the National Training Complaints Hotline, telephone 1800 000 674 - Complaints to the National Training Complaints Hotline. This applies to all student grievances and complaints that cannot be resolved within the RTO.

The student may present an appeal in person by making an appointment with the Managing Director.

Appeals Procedure

Any complaint about any assessment outcome or decision will be treated seriously, investigated thoroughly, and dealt with in a timely fashion. The Managing Director reviews the circumstances and results of any appeal. The following procedures are in place for lodgement of appeals:

- The student completes the appeals form (Form 022) and forwards it to the Managing Director or the Trainer / Assessor within 7 days of the assessment. This form can be obtained from our main reception area, and there is a copy of the form in the student handbook.
 - An Assessor will contact the student and negotiate a time for re-assessment. The student can request an alternative assessor; alternatively, the student can choose to appeal the decision.
 - The Assessor and/or Managing Director will provide the student with a written statement of the outcome or decision of the appeal and the reason for the decision within a further 21 days.
 - If the appeal is still unresolved, the student will be advised of external organisations, such as Intermediate (www.intermediate.com.au) or Leadr (www.leadr.com.au), who will be engaged to resolve the issue. The losing party will pay the costs for the resolution.
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9 Student Responsibilities/Code of Behaviour

While you remain a student at Allies Security Services Pty Ltd, it is your responsibility:

To refrain from smoking anywhere in, around FRONT of the RTO building;

Not to cause any disturbance in the classroom by having non-course-related conversations;

Not to use any feature of a mobile phone, including sending text messages in class.

To refrain from drinking and/or eating in the classroom;

To Follow Trainer/Assessor Instruction at all times, including self-study in the classroom;

Not to copy someone else's work or cheat during the assessment program;

To keep the Kitchen area clean and tidy at all times;

To ensure no discriminatory, harassing or bullying behaviour at all times to other students, staff or visitors to the organisation, any complaints or grievances are discussed with your trainer.

To refrain from unacceptable behaviour, including the use of foul language, alcohol and drugs;

Attend all training sessions on time as per the course timetable. 100% attendance is compulsory. You are required to attend any session you have missed if the course programme can facilitate it to ensure completion of the course.

Failure to adhere to these requirements may result in the termination of your training and dismissal from the course.

10 Attendance Requirements

In order to successfully complete any of Allies Security Services courses, 100% attendance is required.

We do understand that people have personal crises and illness strike unexpectedly, and in these cases, we can re-schedule your training for you, given that appropriate evidence is provided (either a medical or death certificate). Please get in touch with staff as soon as possible to inform us of any unavoidable absence and discuss your make-up session.

Except for these exceptional circumstances, no lateness or absence will be accepted. It is your responsibility as a student to notify staff if you are to be late for the course commencement time. If you are late or absent and cannot provide the appropriate documentation, you will be given the opportunity to make up the missed training at a time to be determined in conjunction with the course trainer/assessors at your expense.