



Allegiance Investigations and Security Services Pty. Ltd. – Registered Training Organisation

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ACN: 002 499 256 | Master Licence: 405 359 898 | NTIS No.: 5579 | Security Training Approval: 08/007

Address: 10/84 Old Pittwater Rd Brookvale NSW 2100 POST: POBOX 123 Dee Why NSW 2099

Allegiance Training Group



Student Handbook

Record / Document Title	Date of Issue	Version No.	Amendment Date	Authorised By	Internal Distribution	External Distribution	Retention Period
Student Handbook v10	02/02/03	10	16/08/10	MG	Staff	Trainee	As required



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1. Introduction

Allegiance Investigations & Security Services (trading as Allegiance Training Group) has been providing security, investigations and risk management services in the Sydney metropolitan area, in particular to the northern beaches, for over 25 years.

For over 20 years it has been actively involved in Security Operations, Security and Risk Management and Investigative Services' Training. The organisation has undergone a natural evolution from its successful security officer proficiency course and firearms accreditation courses. It has provided many in house training programs and has been responsible for the design and implementation of security programs that have been used in the security industry in NSW.

1.1. Our Mission:

Security: To ensure the NSW Security Industry is provided with competently trained Security Officers, Risk Managers and Investigators. To ensure that minimum standards applied by regulating bodies to the Security Industry are easily surpassed and can be demonstrated in the competency of our trainees.

Sports: To ensure that our trainees have both theoretical knowledge and practical skills to operate as trainers, administrators, sports developers in their chosen field of sport. To instil in our trainees the intrinsic value of sport as a means of developing human character.

In the process of achieving the above we will dedicate our efforts to ensure that our clients are provided with:

- ✓ timely, suitable and cost effective services;
- ✓ quality competency training that is focused on continual improvement and development of delivery and support.
- ✓ quality training to ensure our client is well placed to find suitable employment in their respective industry.

1.2. Our Achievements- in brief

Security & Risk Management and Investigative Services' Training

We were instrumental introducing training into the security industry in the 1980s and also have been actively involved ever since.

We are one of the first training organisations to receive RTO Status when security training organisations were required under the new legislation to become RTOs.

We have a unique insight into the provision of security training as we are among one of the few organisations that are an RTO and an operation service provider of security and investigations since early 1980s, giving us a unique industry perspective.

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Because of our unique background, trainees enrolled in our training receive instruction from experts with extensive practical experience in the areas of the Security Operations, Risk Management and Investigative Services.

Sport (Development) training

On the attainment of RTO status, Allegiance Training Group reviewed the martial-arts and self-defence training competencies and was contracted by the Australian national training authority to write/develop a series of competency standards. In 1979 the Managing Director of Allegiance Training Group established **The Australian Academy of Self-Defence and later Shorin-Kan Shorin-Ryu Karate Australia to Instruct Okinawan (Ryukyu) Karate and Kobudo (Weapons)** competency-based training was introduced into the curriculum of the above organisations:

The Managing Director attained Shihan (instructor's certificate) from Okinawa Japan in 1985 and in 1997 attained Karate Master Status after representing Australia on numerous occasions in Okinawa, Japan and in the historic pre-world tournament held in Okinawa in 1997.

We are a Registered Training Organisation and provide qualification which are nationally recognised and accredited by NSW VETAB.

Oriental Therapies

In 1985, the Managing Director received qualifications in Chinese medicines and acupuncture after extensive studying both in Australia and Overseas. Included within this were extensive training programs in anatomy and pathology training at UNSW, Sydney and Physiology training at Macquarie adding to previous experience and qualifications in analytical instrumentation & Radio-Isotopes and micro-biology at the School of Biological Science Sydney Technical College (1976)

1.3. Our Vision

Our training organisation places its focus on the pragmatic and practical application of all the courses and skills delivered. The concept of competency belongs in the principal of mastery and as such great pains are taken to ensure the trainees appreciate the effort and study required to obtain competency in real sense.

Our organisation aspires to instil in its trainees the intrinsic value that can be found in all knowledge/skills groupings that we deliver. We hope that our trainees develop a thirst for the attainment of further knowledge and higher skills and to that end we attempt to inspire our trainees.

Because of position and experience in the respective industries in which we deliver training we ensure that our trainees have the cutting edge appreciation of the respective industry, pending innovations, existing strengths and weaknesses and a recipe to enable the trainee to position themselves to gain the most benefit from their entry into the industry.

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1.4. Our Stakeholders

Direct:

Customer: Current and Ex-trainees, companies, etc

Suppliers: Resource Suppliers, Accreditation bodies (SIR, NSW Police Force, AIS, ASC, VETAB etc), Contractors etc

Staff: Employees, Volunteers etc

Indirect:

Community, State and Federal Jurisdictions etc

1.5. Summary of our Code of ethics

- Our clients, patrons and all stakeholders are all to be treated with integrity, respect and empathy;
- Every opportunity shall be taken to develop and maintain positive relations using the organisation's social, ethical and business standards;
- As employees and managers of Allegiance we will endeavour thorough our competent performance, gain the trust and confidence of colleagues, customers and suppliers;
- As employees and managers of Allegiance we will endeavour to adjust our interpersonal styles and methods to work effectively and to encourage goodwill within any social and cultural environment that we are required to;
- As managers and employees of Allegiance we will use networking as a tool to develop ethically strong and healthy work relationships;
- As managers and employees of Allegiance we will seek to identify the benefits of networks and other work relationships and apply those benefits to our work teams and our organisation;
- As managers and employees of Allegiance we will endeavour to take immediate action to maintain the effectiveness of our workplace relationships
- As managers and employees of Allegiance we will endeavour to identify and analyse any problems and take effective action to rectify the situation with minimal disruption of performance of our company
- As managers and employees of Allegiance we will endeavour to ensure our work colleagues receive guidance and support to resolve any of their work difficulties
- As managers and supervisors of Allegiance we will endeavour to ensure that poor work performance is managed within the organisation's processes
- As managers and supervisors of Allegiance we will endeavour to ensure that conflict is managed constructively and within the organisation's processes
- As managers and supervisors of Allegiance we will endeavour to ensure that difficult situations are negotiated to achieve results acceptable to all the participants, and such negotiations meet our organisation's and any legislative compliance requirements

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2. Course and Pathways

2.1 Courses- List of Qualifications/Accredited Courses/Unit of Competencies

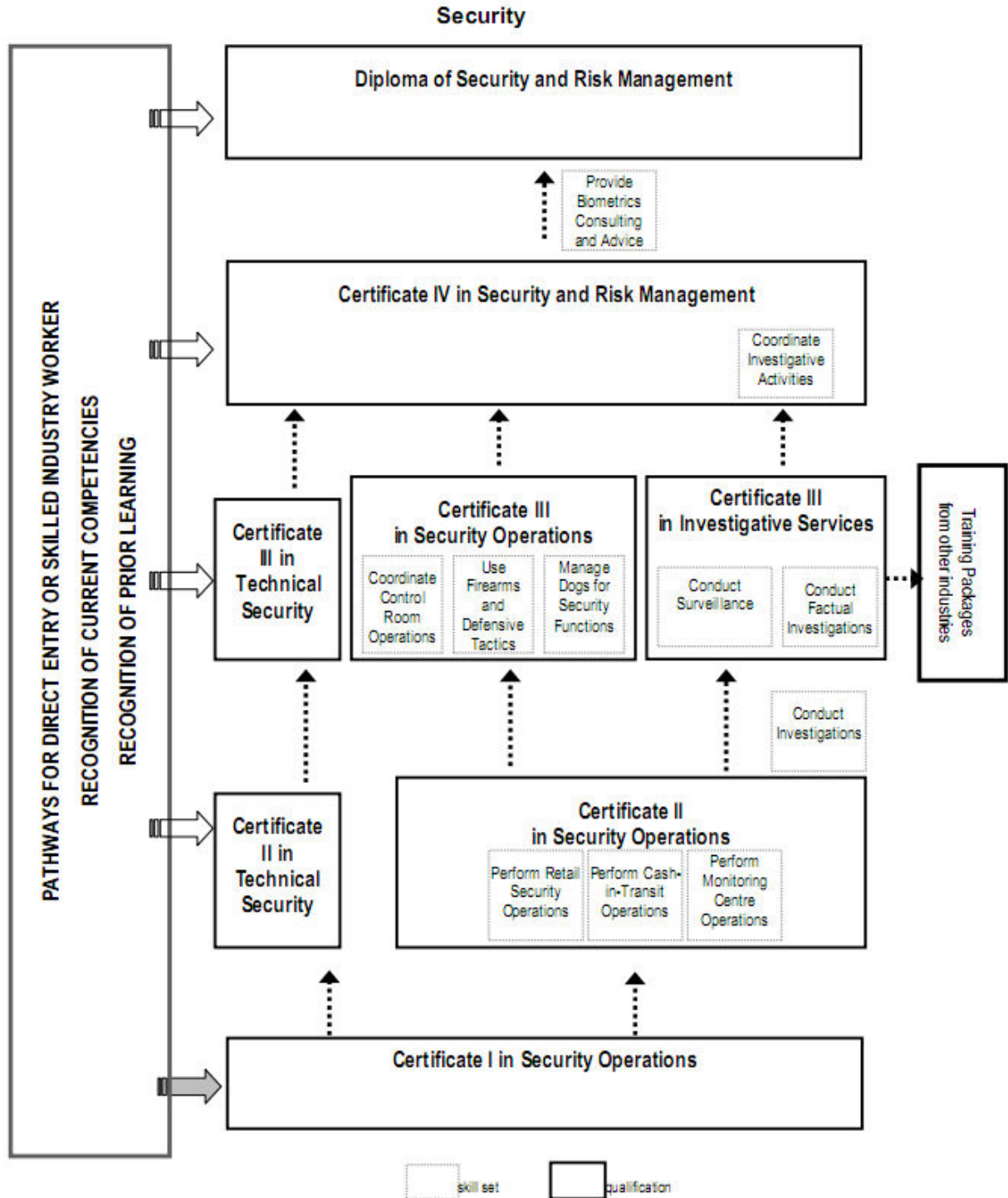
Code	Title
Qualifications	
CPP10107	Certificate I in Security Operations
CPP20207	Certificate II in Security Operations
1A Licence	Static and Mobile Guard
1C Licence	Crowd Controller
1E Licence	Monitoring Room Operator
1G Licence	Loss Prevention Officer
CPP30407	Certificate III in Security Operations
1B Licence	Bodyguard
1D Licence	Dog Handler
1F Licence	Armed Guarded
CPP30607	Certificate III in Investigative Services
CPP40707	Certificate IV in Security and Risk Management
CPP50607	Diploma in Security and Risk Management
SRS40506	Certificate IV in Sport (Development)
Units of Competencies	
HLTSHU1A	Apply Oriental Therapies Assessment Framework
PUALAW001A	Protect and Preserve Incident Scene
SIRXOHS002A or WRRLP.3A	Maintain Store Safety
SIRXRSK001A or WRRLP.2A	Minimise Theft
SIRXRSK002A or WRRLP.2A	Maintain Store Security
SIRXRSK003A or WRRLP.5A	Apply store security systems and procedures
SRCSDF001A	Instruct Basic Skills of Unarmed self-defence
SRCSDF002A	Instruct the Application of Basic Unarmed Self-Defence Skills Against and Opponent
SRCSDF003A	Instruct the Intermediate Skills of Unarmed Self-Defence

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Pathways

Security & Risk Management and Investigative Services Pathway



* The above diagram is for qualification pathways only and doesn't necessarily represent NSW Security Licence categories.

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Sports Pathways

- SRS20206 Certificate II in Sport (Career-oriented participation)
- SRS20306 Certificate II in Sport (Coaching)
- SRS20406 Certificate II in Sport (Officiating)
- SRS30206 Certificate III in Sport (Career-oriented participation)
- SRS30306 Certificate III in Sport (Coaching)
- SRS30406 Certificate III in Sport (Officiating)
- SRS30506 Certificate III in Sport (Athlete support services)
- **SRS40506 Certificate IV in Sport (Development)**
- *Allegiance Training Group provides a selection of martial-arts electives that are taught at our fully-equipped traditional “Dojo” (Karate training hall) (Please note: Trainees are welcome to enrol in individual unit of competency for their martial-arts development).*
- SRS40206 Certificate IV in Sport (Coaching)
- SRS40306 Certificate IV in Sport (Officiating)
- SRS40406 Certificate IV in Sport (Athlete support services)
- SRS50506 Diploma of Sport (Development)
- SRS50206 Diploma of Sport (Coaching)
- SRS50306 Diploma of Sport (Officiating)
- SRS50406 Diploma of Sport (Athlete support services)

Role/function	Work description
Career-oriented participant	<ul style="list-style-type: none"> • A person with the sport-specific competencies to compete primarily as a professional athlete, either independently or under supervision (ie, match payments form the primary source of their income); and/or • A person with the sport-specific competencies to compete as an athlete at a level that may enable them to establish a career through which combinations of match-payments, prize money, grants and/or endorsements form the primary source of their income.
Official	A person who possesses a range of relevant officiating and sport-specific competencies and who facilitates the outcome of sporting events through the interpretation and application of the rules and regulations of a specific sport.
Coach	<p>A person who possesses a range of relevant coaching and sport-specific competencies and who facilitates the development of athletes in order to improve performance of the individual or team. This requires the coach to:</p> <ul style="list-style-type: none"> • plan, conduct and evaluate training; • evaluate and analyse the sport specific performance of individual athletes and/or teams; • design individualised training programs; and • apply a variety of teaching methods and instructional styles.
Development officer	A person who possesses a range of relevant coaching, officiating, sport-specific and administrative competencies and who can facilitate a range of desired outcomes in a variety of settings. It is essential for this person to acquire sport-specific knowledge dependent upon the requirements of the employer and the employment setting. In particular, it would be important for this person to have sport specific expertise in relation to coaching and officiating, even though these tasks may not be their primary function.
Administrator and/or manager	A person who possesses a range of administrative and/or management competencies and is capable of assisting a sport or recreation organisation to operate efficiently and effectively. This person would not necessarily require sport- or activity-specific knowledge or skills.
Athlete support service worker	<p>A person who possesses a range of sport-specific competencies to facilitate the support of athletes in order to maintain or improve performance or well being of the individual or team. This requires the sports trainer to:</p> <ul style="list-style-type: none"> • assist athletes prepare for competition and/or training through warm-ups, rub-downs, taping and strapping; • monitor risk situations during training and/or competition; • manage sports emergencies; and • assist athletes recover from competition and/or training by assisting with or providing information regarding: stretching, rub-downs, diet, fluid replacement, ice therapy and/or recovery training. <p>This requires the massage therapist to:</p> <ul style="list-style-type: none"> • massage the soft tissue of the body to assist healing, promote relaxation and relieve tension; • assess and treat specific soft tissue dysfunction and provide rehabilitation advice; and • employ other techniques, such as acupressure, and complimentary aids such as infra red lamps, wet compress, ice, heat packs, immersion baths and thermotherapies, to assist recovery. <p>This requires the strength and conditioning specialist to:</p> <ul style="list-style-type: none"> • supply the link between formal physiotherapy and return to active participation for injured athletes and fitness enthusiasts; • improve performance of the athletic individual in creating stronger bones, muscles, tendons and ligaments and increasing the self confidence and esteem of athletes; • evaluate individuals' strength and deficiencies in a battery of sports/activity specific fitness tests to assess strength, power, speed, agility, endurance, flexibility, range of movement and body composition of the athlete; and • devise programs to correct imbalances and deficiencies that may lead to injury and allow for peaks in fitness that aid performance as well as injury prevention.

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3. Training- Delivery and Assessment

3.1 Training and Assessment- Face-to-Face Learning

The assessments process involves three main components:

i. **Class work** (including Attendance): Students are expected to contribute to class discussions, complete all given class work and attend class for the required hours. Students are actively expected to engage in a classroom environment and complete all work set out by their instructors.

Please note that students who fail to meet attendance requirements will be failed. Allegiance Training Group understands that occasionally students may enter into difficulty preventing them from attending, and it is necessary that students discuss with their trainer alternate times to complete the required hours.

ii. **Assessments**: Students will be given assessments directly related to their class work. Time in class may be given to complete these assessments but it is expected that the bulk of them will be finished in the students own time. How much time is weighted between in class and at home assessment varies between the programs of training, please speak to a trainer for more information. Assessments are graded and passing grades are required for attainment of relevant units.

iii. **Examination**: In most cases examination of students will be conducted by a written test at the end of each unit (or relevant grouping of units). Examinations are the final step involved in receiving a statement of attainment for specific units.

What is a Unit of Competency?

A competency is a statement about the skills, knowledge and attitudes a learner needs to complete and these statements are contained in each UNIT. Each UNIT is often made up of several ELEMENTS.

The assessment of your competency means that you must be able to “Show, Tell and Apply” evidence and skills, which match and meet these units and elements against a set of key performance competencies and nationally set standards. This could include:

- ❖ Collecting, analysing and organising information
- ❖ Communicating ideas and information
- ❖ Planning and organising activities and tasks
- ❖ Working with others in teams
- ❖ Leading teams
- ❖ Using mathematical ideas and technological tools
- ❖ Solving problems
- ❖ Demonstrating understanding

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3.2 Work Place Assessments (WPA)

Experience gained or currently being gained can count towards the achievement of the qualification. The assessments are conducted on the workplace by the assessor. Some of the security qualifications have the mandatory requirements and where as work place assessments for most of other qualifications can be tailored as per the learners need.

Pre-Assessment:

The trainee follows the standard enrolment procedure and a preliminary meeting is conducted with the trainer/assessor prior to the initial assessment. During the enrolment process the trainee may undertake an underpinning knowledge test, which will assist in the formation of the assessment plan.

The trainees are provided with a workplace assessment kit for the specific enrolled qualification, and, if applicable, a list of activities required to be completed prior to the first assessment. During this meeting the assessor and the student will agree on an assessment plan that will provide the basis of the assessments. The number of assessments the trainee will undertake, will be discussed, agreed and documented on the assessment plan. At the completion of the meeting the trainee will be provided a letter of request permitting the assessor access to the student's workplace. This letter is to be forwarded to the trainee's employer.

Assessment(s):

Assessments will be conducted at the trainee workplace after the time, date and location have been confirmed with the employee and the trainee. The trainee must provide to the assessor any completed activities or workbooks that have been agreed in the assessment plan. The assessor will assess the trainee during the trainees normal work activities at his/her place of employment. The assessor may set additional activities required to be completed prior to consecutive assessments. If the requirement of gap training is determined during the assessment process this will be discussed with the trainee.

Final assessment:

All completed activities and workbooks will be required to be completed prior to the final assessment. The trainee's assessment records will be analyzed by the assessor and if the evidence provided is sufficient the trainee will be awarded their respective qualification or statement of attainment. However, if the evidence provided is insufficient gap training will be delivered followed by a re-assessment till the trainee is deemed competent. If the trainee decides to withdraw, a statement of attainment can be issued listing the units being deemed competent.

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3.3 Recognition of Prior Learning (RPL)/ Recognition of Current Competency (RCC)

RPL

In compliance with AQTF Guidelines and Standards Allegiance Training Group offers Recognition of Prior Learning on all courses under our scope (except Certificate I in Security Operations). We recognize training earned in the VET sector through workplace experience and on-the-job training, as well previous formal and informal training relevant to the units of the desired course.

Allegiance Training Group strives to work with students to find out if they are suitable for the RPL/RCC process and to ensure enrolment and processing are completed in an efficient and timely manner.

RPL is encouraged for every applicable unit or parts of the unit. In case where little or incomplete prior learning or gap is identified, further training is provided to complete the gap it is called as Gap Training.

Please refer to RPL Process and Code of Practice for further details and practices of Allegiance Training Group in Recognising Prior Learning.

RCC

Allegiance Training Group recognises and accepts the credentials issued by another Registered Training Organisation based in any State/Territory within Australia in accordance with the AQTF.

This includes all Statements of Attainment for specific modules or units of competency, or completed qualifications from Certificate I to Advanced Diploma in accordance with the AQTF standards and Guidelines.

Procedure

On a students application for recognition of other qualifications/statements of attainment/units of competency indicated by the student on the enrolment form will trigger our office to carry out the following

- Site the document either qualifications/statements of attainment/units of competency.
- retain a copy of the original on the student file
- Contact the RTO that appears on the document to validate document and request a fax or make a written notation on the copied document of the RTO's reply.
- All documents that are verified as issued by the RTO and that RTO being currently registered with the NTIS (www.ntis.gov.au/) or registered with the NTIS when the qualifications/statements of attainment/units of competency was issued shall be given advanced standing for that qualification/statement of attainment/unit of competency (this process was formally termed mutual recognition)

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3.4 Outcomes

Assessments are taken in accordance with the training and assessment strategy of each course and trainees who successfully pass all of the assessments are deemed competent and advance a step toward the completion of their qualification. Trainees who fail are given feedback on their performance which includes the areas where more work and input is required. Trainer is required to draft a plan for their re-assessment and gap training.

Trainees can access their academic progress either by requesting from their trainers or contacting training manager.

4. Policies and Procedures

4.1 Enrolment Procedure

Enrolling in Training with Allegiance requires filling out an Application for Enrolment Form. As part of the form students are required to sign off on having read the policies and procedures outlined in this handbook and sign an Authority to Release Information Form. Students are required to provide identification with current and accurate residential information for records, held in strict confidence and compliance with our privacy policy.

Please be advised that some units of study require a reasonable grasp of the English language and of basic mathematics. Students enrolled in such units are required to complete a Language, Literacy and Numeracy (LL&N) skills test to assess whether or not they are suitable and capable of undertaking the required training. Students who fail will be advised that training may not be suitable and perhaps should seek out further English and/or numeracy training before undertaking those specific units.

Once the initial paperwork has been completed students are required to place a deposit. The deposit covers administrative costs of the course and is non-refundable which will complete their enrolment process but will not guarantee them a place in the course until full payment is made.

Detailed information pack for specific qualification can be requested for FREE.

4.2 Flexible Delivery Policy

Allegiance Training Group recognises the principles of flexible delivery. Programs are designed to emphasise flexibility of both delivery and assessment to maximise the opportunity for access and participation by disadvantaged clients.

Learner's needs for the course are identified in the interview process (taken during enrolment) and are considered while making the delivery and assessment plan. Every possible effort is made by staff and trainers to accommodate trainee's learning needs which may include tailoring of the delivery and/or assessment plan, supplementary classes other than normal scheduled classes for the course, we commit ourselves as a team to keep our focus on deriving the outcomes from the delivery and assessment.

4.3 Equal Opportunity and Anti-Discrimination Policy

Equal opportunity refers to when

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- ✓ All people are treated with dignity and respect;
- ✓ All people have equal access to jobs, opportunities and careers based on their knowledge, skills and abilities;
- ✓ All selection is based on merit, i.e. the best person for the job; and
- ✓ Diversity is valued.

Allegiance Training Group is an Equal Opportunity workplace and training organisation and conforms to Human Rights and Equal Opportunity Act 1986.

Anti-Discrimination

Any discrimination on the basis of the following attributes—

- sex;
- relationship status;
- pregnancy;
- parental status;
- breastfeeding;
- age;
- race;
- impairment;
- religious belief or religious activity;
- political belief or activity;
- trade union activity;
- lawful sexual activity;
- gender identity;
- sexuality;
- family responsibilities;
- association with, or relation to, a person identified on
- the basis of any of the above attributes

Allegiance Training Group conforms with Sex Discrimination act 1984, Racial Discrimination Act 5 1975, NSW Anti-Discrimination Act and Disability Discrimination Act 1992

Any breach of the above laws will result in disciplinary actions and may lead to termination of employment, supplier or customer contract.

4.4 Occupational Health and Safety Policy

Allegiance Training Group is committed to ensuring the health, safety and welfare of all persons. It is the policy of this company to give the highest priority to the protection and safety of its employees, visitors, contractors and clients.

In order to achieve this objective, Allegiance Training Group has in place the following systems:

- ❖ Identification of all hazards and risks
- ❖ Implementation of safe work procedures

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Security: www.allegiancesecurity.com.au

Training: www.allegiancetraining.com.au

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- ❖ Training, information and supervision provided to all employees
- ❖ Effective communication of all policies to employees
- ❖ Increasing OH&S awareness amongst employees

Compliance with all relevant legislative requirements, regulations and codes of practice

All management and staff are responsible for carrying out their assigned duties in a safe and proper manner and to report to any unsafe work methods, systems or conditions to the Managing Director (or direct supervisor) immediately.

Safe workplaces are maintained through cooperation and participation of all employees and clients.

Allegiance Training Group is committed to providing and maintaining a safe and healthy environment for the benefit of all stakeholders on the premises that includes trainees, visitors, customers, suppliers etc. We are also responsible for ensuring the level of Occupational Health and Safety under the federal and State rules and regulations of the NSW Occupational Health and Safety Act.

It is important that stakeholders report ANY injury immediately. If clients have any concerns or notice a condition or practice that seems unsafe, it is also important that it is brought to the attention of the administration or training or any staff available.

For emergency assistance call **'000'**

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4.5 Drug and Alcohol Policy

Allegiance Training Group is a drug free training organisation. To ensure the integrity, the consumption, use, sale or distribution of prohibited drugs by any client on Allegiance Training Group's premises is strictly forbidden at all times. Any client who becomes affected by the use of non-prescribed substances whilst on the premises is breaching a major violation and is subject to severe disciplinary action. This can include suspension, dismissal, or any other penalty appropriate under the circumstances.

4.6 Bullying and Harassment Policy

Allegiance Training Group does not tolerate any harassment, victimisation, bullying or any such conduct that has as its purpose or effect, the interference with an individual's work performance or the creation of an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect.

Examples of harassment may include:

- ◆ Unwelcome physical contact
- ◆ Repeated unwelcome invitations
- ◆ Insulting or threatening language or gestures
- ◆ Continual unjustified comments about a client's work or work capacity
- ◆ Jokes and comments about someone's ethnicity, colour, race
- ◆ Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- ◆ Unfavourable treatment like aggression
- ◆ Refusing to provide information to someone
- ◆ Ignoring a person
- ◆ Mocking customs or cultures
- ◆ Lower assessment of client work

Examples of bullying may include:

- ◆ A person who uses strength or power to coerce others by fear
- ◆ Behaviour that intimidates, degrades or humiliates a person
- ◆ Aggression, verbal abuse and behaviour which is intended to punish
- ◆ Personality clashes and constant 'put-downs'

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- ◆ Persistent, unreasonable criticism of client work performance
- ◆ Client violence both physical and threatened against teachers

Allegiance Training Group expects all clients to uphold to the spirit of this policy. Breaches of the policy will be considered to be “misconduct” or “serious misconduct” which may result in expulsion for clients or dismissal for staff

If you believe you are being harassed or bullied:

- ◆ If you can, tell the other person that you find their behaviour bullying or harassing and that you want the behaviour to stop. Do not bully or harass them back.
- ◆ If this does not stop the behaviour, or you don't feel able to say anything to the person or people doing it, report the matter to your trainer, manager, or any available staff, so that they can do something about it.
- ◆ Do not gossip about the behaviour with anyone else as this could lead to a defamation charge. The person you report the matter to will tell you who can provide you with support and/or counselling.
- ◆ Every attempt will be made to protect you from victimisation because you complained about bullying or harassment. Victimisation is a breach of this policy and if proven will be disciplined.

4.7 Complaints and Appeals- Policy and Procedure

Complaints can be made for anything that stakeholders are unhappy with, this may include:

- ❖ Training and Assessment Strategy, delivery etc;
- ❖ Policies and Procedures;
- ❖ Quality of Services;
- ❖ Resources provided for training;
- ❖ Or any other related circumstances.

In order to make a complaint please fill up a Complaint Form and submit it to the available staff member (you may ask for a copy for your own records), you will be provided with the feedback on the outcomes and actions taken as a result of your complaint.

If you wish to make the complaint anonymously, please put the complaint in the suggestion box available at the reception.

Appeals can be made by any of our stakeholders against any actions or decisions made.

Allegiance Training Group keeps its focus on serving stakeholders (customer, supplier etc) with integrity and fairness. In order to ensure this stakeholders are given the opportunity to appeal on:

- ❖ Actions taken on the complaint made;
- ❖ Assessments (Incl. RPL, WPA etc);
- ❖ New or revision of the current policies or procedures;
- ❖ Any other instance that the stakeholder think is unfair or bias

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To make an appeal, appellant has to fill-in an Appeal Form and submit it at the reception (you may ask for a copy for your own records), a meeting time will be communicated to you followed by the meeting where your appeal will be discussed and matter would be tried to resolve. You may bring one individual for your own support. If successful the outcome would be communicated with you in writing.

Re-appeal: In case where the matter does not resolve, the appellant may wish to raise this matter to an independent Justice of Peace (Copies of the complaint(s) form, appeal(s) form and outcomes would be sent to the Justice of Peace prior to the meeting). The Justice of Peace may choose to have a meeting with any of the parties for further details in private, but on the Allegiance Training Group premises on the day of meeting. The day of the meeting would be communicated with all of the parties in advance. Efforts would be made to reach an agreement and outcomes would be communicated with the parties in writing after the meeting.

However, in case where no agreement can be reached the appellant may wish to contact NSW Vocational Education & Training Accreditation Board (VETAB) for further referral. Detailed information can be found either by directly contacting them on the details below or asking our support staff:

Street Address

Level 14
1 Oxford Street
DARLINGHURST NSW 2010
Tel: 02 9244 5335
Fax: 02 9244 5344

Postal Address

Locked Bag 21
DARLINGHURST NSW 1300

For specific VETAB complaints procedure please follow the link below:

http://www.vetab.nsw.gov.au/complaints_rtos.php

4.8 Support Services Policy

4.8.1 Career Counselling: If you think you need advice on the career and pathways, you should talk to one of your trainers. Most of our trainers are experts with many years of industry experience, and are best people to talk about the industry, trends, and opportunities in their respective field.

4.8.2 Course Progress Support: We are not limited to enrol and deliver training; we take an initiative to ensure the trainee's progress by continually monitoring their performance and offer them counselling whenever required. We identify trainee's learning needs from the day of enrolment to ensure that they get ample opportunities to achieve the skills and qualification that they have enrolled for.

4.8.3 Supportive Services

- ❖ [Centrelink Community Officers](#) - provide services to homeless people and people at risk of becoming homeless of all ages.

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- ❖ [Centrepay](#) - allows Centrelink customers to have amounts voluntarily deducted from social security payments for certain expenses.
- ❖ [Crisis Payment](#) - to help if you are in severe financial hardship.
- ❖ [Reconnect Program](#) - community based early intervention services aimed at young people who are homeless or at risk of becoming homeless.
- ❖ [Rent Assistance](#) - to help with the cost of renting privately.
- ❖ [Rent Deduction Scheme](#) - a service that voluntarily deducts housing payments for customers in public housing.
- ❖ [Residential care](#) - new residents in residential aged care may need to help cover living expenses.
- ❖ [Social Workers](#) - help with counselling, information and a variety of other services available in the community
- ❖ [Volunteering](#): Aid to get some work experience and industry exposure

4.9 Resources and Equipments

Allegiance Training Group facilitates following resources and equipments for the trainees for their training.

- a. **Support Staff:** We have sufficient non-teaching staff for all of your training-related needs, they ensure (but not limited to):
 - Smooth running of the training;
 - Efficient records management;
 - Quick basic-IT support
 - OH&S (incl. First-Aid etc)
 - Supplies
 - Course information
 - Administration etc

- b. **Real demonstrations of workplace equipments:** During the training of some of courses trainees are demonstrated with the real-workplace equipments for job-ready learning. For e.g. Security Operations’ Trainees are shown real two-way radios, wireless radios, Security Cameras, finger-touch access systems, batons etc.

- c. **Magazines and Journals:** In addition to the training the trainees are provided with industry-specific magazines, journals, brochures etc for their extensive learning and to update their industry knowledge.
 - **Security OZ:** relevant for Certificate I, II and III in Security Operations and Certificate IV & Diploma in Security and Risk

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Management and also Certificate III in Investigative Services Trainees

- **Security Solutions:** relevant for Certificate I, II and III in Security Operations and Certificate IV & Diploma in Security and Risk Management and also Certificate III in Investigative Services Trainees
- **Other:** Updates within Investigations and Security & Risk Management Industry are sent by numerous magazines, pamphlets, flyers etc

These magazines, journals, brochures etc are available upon request from reception.

- d. **Internet and Research:** During breaks and/or after/before the class trainees can access internet for their own research on the training undertaken. They may arrange trainers to assist with the research. If the trainees wish to make hard-copies of the material, support staff can assist them by giving access to the printing equipments and checking the copyright requirements (if applicable) as guided.

4.10 Records Management:

All training, financial or related records are systematically recorded and stored.

Trainee-specific record is accessible anytime during or after the training upon request by the trainee or trainee's funder (who supported the training). An email/letter can be sent detailing the documents (from list below), reason and current contact details of the trainee or funder.

Record Details	Duration	Cost	Notification required
Statement of Attainment	Up to 3 days	Free	Yes, Written (email/letter)
Qualification Certificate	Up to 3 days	Free	Yes, Written (email/letter)
Attendance details	Up to 3 days	Free	Yes, Written (email/letter)
Financial Details	Up to 3 days	Free	Yes, Written (email/letter)
Other applicable record	Up to 3 days	Free	Yes, Written (email/letter)

4.11 Course Fee Refund Policy

Allegiance Training Group offer professional training services to its clients and ensures the fees are charged on a fair basis and gives value for money.

- a. Prospective trainees are required to pay an amount of AU\$100.00 as non-

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refundable enrolment fees when they apply for the course. Upon successful enrolment in the course the trainees are required to pay the full fees which should be 7 working days or more prior to start of the course.

- b. A 10% surcharge is added as late-entry fees if the trainee pays in the last 7 working days prior to the course start date.
- c. If the trainee decides to cancel their course due to any reason and notify us:
 - ✓ In more than 7 working days prior to the start of the course, fees would be refunded in full (excluding non-refundable enrolment fees of \$100.00)
 - ✓ Less than 6 days or anytime after the course has started,
 - 50% of the total course fee (less non-refundable enrolment fees) is refunded or
 - 70% value of the course fees can be credited to the next course start date or any other course.
- d. In a situation where Allegiance Training Group has to cancel/postpone its course due to compelling or unforeseen circumstances the course fees will be refunded in full or credited to the next or another course at the trainee's discretion.
- e. Allegiance Training Group assures its trainees fair and reasonable practices; if a trainee disagrees with our above mentioned refund policy they are encouraged to discuss it with us at the first instance, otherwise to opt for Complaints and appeals procedure.
- f. The refund amount does not include the non-refundable enrolment fees.

4.12 Data Collection Policy

Allegiance Training Group focuses on continuous improvements and takes it as an opportunity to upgrade the level of services to our customers. So we collect, analyse and report the data collected during your enrolment in any of our courses.

The data is collected from the information that trainees submit and records made during the training. It includes (but limited to) trainee work experience, industry trainee worked in, qualification records, Professional development history, Complaints & Appeals, Feedback Forms, Correspondence, Counselling Sessions and Reports etc.

4.13 Feedback

To improve our training and assessment strategy we request feedbacks from time to time from trainees. With a focus to improve and give better training and assessments, we encourage all trainees to provide feedback in as much detail as possible.

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During the training following feedback forms are requested to be filled

1. **Pre Delivery Feedback** Form: This form details the feedback on the services we provided before the enrolment, for e.g. course information, enrolment assistance etc.
2. **Session Feedback**: This feedback form is encouraged to be filled after each session to give feedback on the session for e.g. feedback on trainer's performance, training material, quality of training so far etc. This form can be filled any time during the trainee.
3. **Post Delivery Feedback**: This feedback form is to be filled upon completion of the training. This feedback form encourages trainee to give feedback on training, assessment and support received, fair and ethical service etc.

We request every trainee to fill this form with diligence. It enables us to see the actual quality of the services provided

We also appreciate feedback on any aspect that can enhance your training experience or enhance the way we do things. In order to keep your anonymity please feel free to use the suggestion box.

4.14 Privacy Policy

Allegiance Training Group ensures that we safeguard staff and trainee personal information, respect confidentiality and store information securely as guided by The Privacy Amendment Act 2000.

Only training specific/related information will be collected from the trainees.

Allegiance Training Group will maintain security of information at all times. Written information will be stored securely where unauthorised people do not have access. Verbal information will be disclosed in a confidential manner. Archived material will be stored securely. Electronic information will be password protected.

Trainees and staff may have access to their personal files upon request, within a reasonable time frame e.g. office hours. Appropriate personnel, who have signed a confidentiality agreement, only have access to this information.

If trainees or staffs wish to obtain further information about the current legislation it can be accessed through the following website www.privacy.gov.au/act

Trainees sign an authority to release information if we need to access information for various needs. For example if documents are needed for quality control purposes.

End

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