



STUDENT HANDBOOK

Introduction

This information booklet is available for potential students of Strike Training and Consulting. It will provide you with information about our services, who we are and our obligations to as a registered training organisation. This handbook does not provide specific information about our training courses as this can be located on our website www.striketraining.com.au or our information pamphlets. Further detail on study information will be made available to you through our training and assessment strategy.

Welcome to the Certificate II in Security Operations CPPSEC20218. It aims to provide participants with the knowledge and skills required to work in the security industry. This qualification reflects the role of a security, responsible for maintaining safety and security by patrolling, protecting or guarding property while unarmed, and screening entry, monitoring behaviour and removing persons from premises.

The Certificate II in Security Operations is an accredited course that is nationally recognised.

- Accredited Courses
- Lead to a nationally recognised qualification
 - Are delivered under the VET (vocational Education and Training) principles

Duration of the Course

The estimated duration of the course is 15 working days

About Strike Training and Consulting

Strike Training and Consulting is a registered training organisation approved by ASQA to provide high quality security and investigation training. Our organisation consists of highly experienced former decorated military and enforcement personnel who will apply over 100 years of skill and knowledge to provide you with premium training. We provide the latest in training methods, using purpose built facilities and provide the resources you need to ensure you are prepared for the working environment. Strike also provide nationally accredited training for Provide first aid, Responsible service of alcohol and work safely in the construction industry.

Our Objectives

Is to become a market leader in security and investigation training and development. Whilst providing the latest in innovative programs for the industry. To maintain strong relationships with our clients to help the evolution of security, investigation and our single unit programs.

Contacting us

The Strike training centre is located at:

Unit 2, 17 Brennan Way, Belmont WA 6104

Ph: 08 9479 1848 or 0407 649 067

Email: gaven.wicks@striketraining.com.au

Getting there

Our training centre is 10 minutes from the centre of the Perth CBD by car. We have free parking in our private carpark at Unit 2, 17 Brennan Way, Belmont. Please do not use any other car parking which belongs to another business. Further, there is *free street parking* available all along Brennan Way. We have public transport bus stops a short walk away and are only 500m in from Great Eastern Highway where you can catch the #36, #40, #296 or #299.

Within the Training Centre we have tea, coffee and milk available for breaks. There is also access to fridge and microwave facilities for lunch if you would like to bring it. A short walk away is a lunchbar should you wish to purchase food.

Our Facilitators

Our trainers are highly experienced having been trained at the highest level. They have been exposed to some of the most dangerous security operations around the world. They have dealt with some of the most extensive investigations in Australia's history using the latest techniques. Strike trainers are all licenced in their respective fields and continue to consult in security and conduct investigations to ensure they maintain currency in training. All our trainers have hold the necessary qualifications to train in the VET sector.

Strike conduct nationally accredited training through face to face, self-study and online programs. We use a combination of these modes to ensure you get the most out of your training and can manage it around your commitments. Our trainers will be available to assist you throughout your studies regardless of which mode of training you are participating in. This is done to ensure you have the best opportunity to successfully reach your study goals. For further information on the methods and modes of training please ask us for the training and assessment strategy for the program you are inquiring about. This document will explain in detail how the training will be conducted.

Our expectations of you

- Strike asks that you participate in the training with an open mind and maintain a positive attitude to the program;
- We ask that you be cognisant and respectful of cultural and social diversity whilst training with us;
- That you comply with our policies and procedures whilst training with our organisation;
- It is expected that you will be respectful to other students and display honesty when participating in the training program. This requires you not to falsify your work or submissions in any way that could be deemed as fraudulent;
- Be actively involved in the training program to give yourself the best learning outcomes. Observations of your participation are part of the assessment process;
- Manage your study time effectively to give yourself the best opportunity to meet the performance criteria;

- Ensure you adhere to copyright laws regarding our intellectual property and those of your fellow students; and
- Maintain the right to another privacy and confidentiality.

INTERNATIONAL STUDENTS

International Students are welcome to undertake their study at Strike Training and Consulting. Our CRICOS registration number is 03839F and we are approved to deliver:

- Certificate II in Security Operations 20218 (CRICOS course code: 0102097)
- Provide first aid
- Responsible service of alcohol
- Work safely in the construction industry

International Students must attend our offices prior to their face to face course starting in order to complete:

- Language Literacy Numeracy test (which is then assessed by our trainers)
- International Student Agreement

We also require from International Students:

- VISA
- OSHC policy
- English proficiency test (or current CoE)
- including Photo ID, resume and prior qualifications

Strike Training and Consulting will endeavour to provide all possible assistance to International students who are struggling or facing particular difficulties. Although we make every effort to accommodate the special needs of individuals, if successful course completion is unlikely, we will advise the applicant/student and assist them to identify a suitable alternative. If you feel that you need support, talk to one of your trainers or Strike Training and Consulting staff. If we are unable to provide the required support, we will advise you of a third party who may be able to assist. Any costs associated with consulting with an external agency will be incurred by the student.

Workplace Health and Safety

Strike Training and Consulting are committed to providing a safe study environment whilst you are attending our face to face training modes. We adhere to the Work Health and Safety Act 2011 legislative requirements and we expect the same of those that attend our training programs.

The following are a guideline to the safe practice within the training environment:

- Be aware of the emergency response and evacuation procedures as provided to you by Strike management. You are asked to adhere to these procedures as directed by our staff;
- Do not undertake activities that may cause injury to yourself or others. There are physical components to our training programs, these are managed and controlled with the safety of the participant/s;
- Be responsible for the safety of yourself and those around you;
- Whilst at the training centre you are required under law to report any hazards, accidents and near misses to Strike staff as soon as possible;
- Maintain a neat and tidy training environment;
- There are designated smoking areas around the training centre please adhere to the directions provided. There are definitely no smoking areas within the training centre itself;
- The consumption of alcohol is prohibited within the training centre or during the conduct of training;
- When asked to move equipment and use resources for practical assessments please indicate to your facilitator or staff member if you have any pre-existing injuries that prevent your participation. Ensure you use assistance to move equipment as common sense would indicate;
- If you are injured please inform us immediately;
- When using our facilities please adhere to our hygiene requirements. There are signs around the centre indicating this particularly in the kitchen and bathroom areas; and
- Be cognisant of other people using this area, a lack of hygiene can spread disease so please clean up after yourself.

Fire Safety

As part of the emergency and evacuation procedures please adhere to our fire safety requirements. When you attend our training centre you will be provided with our evacuation plan, fire equipment location. You will be provided with the exit points and the muster areas outside the building. All staff at Strike are trained twice a year in the fire drill procedures and the use of fire safety devices.

First Aid

Strike has provided the required first aid facilities and equipment as deemed necessary under the act. Where training is delivered this equipment is available. All staff at Strike are fully qualified in first aid. If you or another person are injured in any way report it to staff immediately. If this occurs you will be asked to complete documentation as required under legislation.

Strike Equipment

You will be provided with equipment to assist with your training. It is asked that you adhere to facilitator direction in using this equipment at all times. At times there may be resources provided that require licence to operate. You will not be permitted to operate these unless the appropriate and current licence is provided prior to use.

It is asked that you make yourself familiar with the manufacturer's instructions prior to using the equipment given to you. Your instructor will provide this to prior to its use.

Non training equipment such as electrical, plumbing or appliance related should be reported immediately if found to be working incorrectly. Do not attempt to fix it yourself, appropriately licenced tradesman will be appointed to do so.

The Strike Centre (Accessibility)

Strike management asks that you keep to the areas of the centre as directed by staff. Areas have been clearly marked as staff only. Please adhere to this direction. When moving through the centre, particularly when participating in practical assessments please be aware of other working staff and students.

Equity and Diversity

Strike Training and Consulting are committed to that our training environment is free of discrimination and harassment. To this end we enacted a policy to support this commitment, a detailed policy can be provided at your request.

All members of our staff are aware of the discrimination and harassment will not be tolerated in any circumstances. In the event discrimination or harassment has occurred disciplinary action will be taken against any staff member who breaches this policy. Please view our complaints and appeals policy for this procedure.

It is required that all students adhere to all legislative requirements relating to equity and diversity. This includes the relevant equal opportunity act for each state or territory Strike conduct training within. Relevant acts at the time of this writing: Equal Opportunity Act 1984 (WA), Age Discrimination Act 2004 (Cth), Disability Discrimination Act 1992 (Cth), Racial Discrimination Act 1975 (Cth), Sex Discrimination Act 1984 (Cth). Any breach of these acts will dealt with according to law.

Should any staff member or student feel they have discriminated against or harassed they should report it to management as soon as possible. This will initiate the complaints handling procedure which will be fair and transparent. If a student wishes to complain to an external agency it is advised they contact the human rights commission complaints line on 1300 656 419.

Medical/Disability Issues

If you have any medical or disability issues that you feel the course facilitators should be aware of, please ensure you advise Strike Training and Consulting as soon as possible. This will enable us to more properly cater for your special needs.

Access and Equity

Strike's access and equity principles are applied to all training and assessment activities to ensure individual learner needs are recognised and supported and barriers to training and assessment are minimised. No individual participant will be discriminated against (and access to courses will not be limited) on the basis of these principles. All participants will be recruited in an ethical and responsible manner, which promotes inclusiveness and is consistent with the relevant Training Package. The dignity and privacy of an individual will be respected at all times. Please view our access and equity policy for further detail.

Support Services

Strike Training and Consulting will endeavour to provide assistance and support services to students with special learning needs or facing particular difficulties. This includes helping students from non-English speaking backgrounds. Although we make every effort to accommodate the special needs of individuals, if successful course completion is unlikely, we will advise the applicant/student and assist them to identify a suitable alternative. If you feel that you need support, talk to one of your trainers or Strike Training and Consulting staff. If the support you require is beyond the scope of Strike Training and Consulting, we will provide you with the contact details of relevant external agencies. Any costs associated with consulting with an external agency will be met by the student.

Privacy

Strike has initiated a strict privacy policy to meet the requirements of both student information and that of its staff. Strike has applied the legislation contained within the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Please view our privacy policy and records management policy for more detailed understanding. Key points of these policies include;

- Strike will retain and secure all personal information about you using our student management systems (SMS). This includes all personal details, occupation and training.
- We will retain all your assessment and training records in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your information will be entered into our databases as required ie. Our student management systems where it will be stored. Hard copy documentation will be scanned onto the SMS system where required and returned to you. Your assessments are also treated in the same manner and will be returned to you for your own review purposes. Our data is backed up each day on a secure secondary system to ensure documents and information are not lost.
- Any other hard copy information that is required to be held will be entered onto our registers and filed in lockable cabinets in a locked filing room on site.

- The National Vocational Education and Training Regulator Act 2011 requires we retain personal information about you and your training results for a period of 30 years. This is done to ensure future reference and to obtain copies of your qualification records if required.
- We are required under the regulations to supply student information to government agencies such as the National Centre for Vocational Education and Research (NCVER) and the Australian Skills Quality Authority.
- In other cases we will seek your written permission to provide your information to third party before doing so. We will not disclose the information under any circumstances unless we are legally authorised by you or government authority.
- You have the right to access your information upon request. You will have your assessment documents returned to you after it has been reviewed by Strike assessors and uploaded to the student management system.
- In some cases it will not be possible to provide the information to instantly due to storage and the length of time it has been stored as systems will evolve. Every endeavour will be made to retrieve information within a reasonable period of time.
- If you have concerns about Strike retaining your information please inform management as soon as possible for further explanation on this process. Should you wish to complain about the records handling arrangement please refer to the complaints handling policy as referred to in this handbook.
- Within the Privacy Act 1988 (Cth) you have the right to make complaint to the Office of Australian Information Commissioner (OAIC) about our records management. Further information is available at: <http://www.oaic.gov.au/privacy/privacy-complaints>

Training Fees and Refunds

Strike Training and Consulting is entitled to charge fees for items and services provided to students. These charges are applied for learning materials, training and assessment services provided. The following information outlines Strikes policy:

- A non-refundable enrolment fee will be charged for each course enrolment. At this time students will be provided with the learning materials.
 - Certificate II in Security Operations: \$300.00
 - Certificate III in Security Operations: \$700.00
 - Certificate IV in Security and Risk Management: \$600.00
 - Certificate III Investigative Services: \$800.00
 - First Aid – should you wish to change your Practical Session date after you have enrolled your registration is deleted and you will need to re-enrol and pay via paypal again.
- Course tuition fees and RPL fees will vary from time to time – current information is listed on STRIKES website and Price List. www.striketraining.com.au

Refunds

Students will receive a full refund of fees paid and there will be no administration charge in the following circumstances:

- The course is cancelled by STRIKE.
- The course is rescheduled to a time and location that is unsuitable for the Student.
- Once the course has commenced, refunds shall only be made if STRIKE is not able to continue to offer training and assessment services for that course.
- Where a student withdraws from the course, for any reason, then the course fee payable will be as outlined in the below process.

Special Circumstances

- STRIKE may consider providing a full or partial refund to a student where it can be demonstrated that there are special circumstances, such as significant financial hardship.
- All decisions regarding refunds provided under the fees and refund policy shall be at the sole discretion of the Managing Director and shall be considered on a case-by-case basis.
- Applications will be considered, and applicant advised in writing, within 20 working days of STRIKE receiving the application.

Important information regarding Refunds

- Regardless of the circumstances of your cancellation, a fee will be charged. This is charged to cover the cost of the resources you have been provided and the interviewers time and expertise.
- All fees are required to be paid prior to the commencement of the course.
- Where courses require pre-study (Self-study mode) and an assessment is submitted for marking/validation all remaining fees must be paid at this time. This is to ensure payment is received whilst in this mode.
- If a student has sufficient RPL to reduce their volume of learning and only required to attend face to face mode of training to meet licensing requirements of the relevant regulator they will be required to pay their remaining fees before the first day of commencement.
- No refunds will be awarded if notice of the student's withdrawal is received by Strike Training and Consulting, 48 hours prior to the commencement of their course.
- Once a student has entered the Training Room on their first day, there will be no refund applicable should they wish to withdraw thereafter.
- RPL fees are non-refundable.
- In the event the student becomes ill or cannot continue due to family reasons STRIKE will require documentation to support this. This is required due to the face to face training hours required by the Western Australian Police Department for those students undertaking Security Courses.
- Students have the option to be re-enrolled in a later course to complete the required units to obtain your qualification. This is generally restricted to one re-enrolment unless previously organised with management.
- The Managing Director will review each set of circumstances on its merits and make a decision on the information provided.

Should a student disagree with the decision they have the right to appeal the decision through STRIKES Complaints and Appeals Policy, from there, students can contact the Western Australian Department of Commerce to seek further advice.

Payment Methods

- Credit Card
- Electronic Funds Transfer (Account details will be provided on request)
- Cheque (Made payable to Strike Training and Consulting)
- EFTPOS
- Cash

Course Transfers

Should you require a course transfer Strike management will endeavour to assist you anyway they can taking into account your circumstances. Course Transfer Fees will apply to the following:

- Request for transfer received within the 48 hours prior to course start date
- Request for transfer received during course

The transfer fees are as follows:

- Certificate II in Security Operations – Transfer from a day course to another day course \$500.00
- Certificate III in Security Operations \$400.00
- Certificate III in Investigative Services \$400.00
- Certificate IV in Security & Risk Management \$400.00
- Provide Responsible Service of Alcohol \$35.00 (Cert II students) \$50 General enrolment
- Work Safely in the Construction Industry \$75.00
- Cardiopulmonary resuscitation \$55.00
- Provide first aid \$120.00
- Provide an emergency first aid response in an education and care setting \$160.00

Training outcomes after cancellation

Should a cancellation occur for any reason the student will be provided with a statement of attainment for the units they have satisfactorily completed. These are units that have been completed in line with our Assessment Policy. Review this policy for further information on assessment.

Cancellation and Deferment

Student enrolment can be deferred or cancelled in limited circumstances by STRIKE or by the student at any time. When deferral or cancellation of enrolment is initiated by STRIKE, students have the right to appeal this decision.

Students are able to defer their studies prior to or during their course due to any number of reasons, which may include, but are not limited to:

- Serious illness
- Serious illness or death of a family member
- Serious injury
- Natural disaster
- Change in personal circumstance

Students may also have their enrolment deferred or cancelled due to misbehaviour/misconduct in certain circumstances. Please review the related policy for further details on this process.

Students must complete and submit an “Application for Course Deferral/Cancellation” form to the Managing Director or Administration Assistant requesting to defer or cancel their studies.

Program Change

In the unlikely event Strike is required to change program content during a course or defer a course students have been enrolled in they will be informed immediately and given the opportunity to transfer to another course or be refunded their fees. Strike do not expect to enrol students in any course that they do not intend to continue. Any changes that are made at a regulatory level to course programming will cause Strike management to rectify this change before offering it to students.

Should Strike transfer training to a third party or our ownership be altered the student will be informed of this change and provided with the aforementioned options. These options will be honoured in full at all times. Please request our Deferral and Cancellation Policy for more information.

Continuous Improvement

To demonstrate the commitment to quality, a number of processes and functions have been designed to enhance services, customer satisfaction that improves the quality system through continuous improvement.

- Conduct audits of the quality system and its related processes
- Check if amendments affect other management systems
- Actively seek feedback from clients in order to maintain/improve customer satisfaction
- Conduct regular review meetings with staff
- Evaluate professional development needs for any staff requiring new skills or knowledge
- Conduct regular assessment validation activities

All of STRIKE’s quality management system is regularly reviewed to ensure that it accurately reflects future goals and directions. As part of this process Strike will request the students and clients to complete surveys and feedback forms to assist us in providing the highest level of training. The learner satisfaction survey is an industry wide document that provides data to our registering authority to help improve national training programs. For further information on continuous improvement processes please refer to the related policy.

Assessments

STRIKE adhere at all times with the Assessment Guidelines contained within the nationally endorsed

Training Packages. Our assessment processes will meet the Principles of Assessment and the Rules of Evidence as contained in tables 1.8-1 and 1.8-2 of the Standards for Registered Training Organisations. The principles of assessment are related to the individual learner that as an organisation we show the following:

- **Fairness**
- **Flexibility**
- **Validity**
- **Reliability**

For more information on these principles please refer to our assessment policies. In doing this our facilitators will assess you by applying the rules of evidence:

- **Validity**
- **Sufficiency**
- **Authenticity**
- **Currency**

Strike will use a range of assessment methods, as outlined within the Training and Assessment Strategies, including;

- Observation and Demonstration
- Question and Answer
- Projects
- Written tests / Theory Tests
- Practical exercises
- Ensure that assessments are conducted by experienced and suitably qualified staff
- Ensure that all assessment processes are fair and equitable for all students, taking in to account cultural, linguistic and other individual needs of the students in relation to assessment activities
- Reiterate to students that all assessments are voluntary, repeatable and appealable
- Treat all assessment outcomes as confidential and provide adequate feedback to students on their outcomes and performance
- Mark each individual assessment activity as either Satisfactory or Not Yet Satisfactory – with Not Yet Satisfactory students being afforded the opportunity to be re-assessed
- Ensure that all assessors follow the Assessors Code of Practice as outlined in the TAE Training Package at the bottom of this document
- Contextualise assessments to accommodate specific industry groups or learners

Determining competency

A person is considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, in accordance with the standard of performance expected in the workplace.

This view of competency:

- emphasises outcomes;
- focuses on what is expected of an employee in the workplace;
- highlights the application of skills and knowledge to workplace tasks;
- incorporates the ability to transfer and apply skills and knowledge to new situations and environments;

- focuses on what people are able to do and the ability to do this in a range of contexts.

Documenting the assessment process

There are a number of documents significant to our Assessment Process, these include:

- Critical Aspects Assessment Checklist;
- Assessment Summary; and
- Authority to Issue / Final Sign Off

Issuing of Certificate

Upon successful completion of your qualification, you will be issued with a certificate that details your qualification and competencies completed.

Assessors Code of Practice

The code of practice detailed below is included in these Assessment Guidelines to support professionally responsible and ethical assessment practice and to guide TAE10 assessors in the responsibilities of their work.

This code is loosely based on an international code developed by the US-based National Council for Measurement in Education.

The code reinforces the performance outcomes of assessment units in TAE10 Training and Education Training Package.

- The differing needs and requirements of the candidates, the local enterprises and/or industry are identified and handled with sensitivity.
- Potential forms of conflict of interest in the assessment process and/or outcomes are identified, and appropriate referrals are made, if necessary.
- All forms of harassment are avoided throughout the assessment process and in the review and reporting of assessment outcomes.
- The rights of candidates are protected during and after the assessment process.
- Candidates are made aware of their rights and processes of appeal.
- Personal or interpersonal factors that are irrelevant to the assessment of competence must not influence the assessment outcomes.
- Evidence is verified against the rules of evidence.

Re-assessment

Students who are assessed as not satisfactory or not competent will be provided with detailed feedback in writing to assist them in managing their knowledge and skills requirements to meet the

required standards. Students will be provided all reasonable additional training and support to improve the student's skills and knowledge to the appropriate standard.

Strike management will assist the student on at least three occasions to achieve the required standard. If this has not occurred the student will be requested to provide an additional fee for further additional training. Given the nature of training and the licensing requirements by the state and territory regulators any additional training past the aforementioned attempts will have to be discussed with the appropriate authorities. The student will be advised of all outcomes. All reasonable efforts will be made by Strike management to assist students in completing their training.

Cheating and Plagiarism

Plagiarism and cheating are serious breaches of conduct and may result in suspension or expulsion from the course. A copy of the Cheating and Plagiarism procedure is located in each training room or can be requested from Strike Training and Consulting staff.

It is cheating to:

- Use resources without permission during assessment
- Hand in someone else's work as your own
- Allow someone to hand in your work as their own
- Write an assignment in a group and present multiple copies of it as individual work
- Steal a written test or answer sheet.
- Inform other students of any answers or information regarding assessments or scenarios.

It is not cheating to:

- Discuss with others the assignment requirements and the course material which leads to a better understanding – not only is this permitted, it is also encouraged
- Submit an assignment for a group where group work is explicitly permitted or required
- Get or give help to correct minor errors of spelling and grammar
- Hand in work done alone or with the help of staff.

Plagiarism is:

- Using any part of another person's work without proper acknowledgement
- Using key ideas without acknowledgement even if you do not use the direct words of the original.

Language, Literacy and Numeracy

During the enrolment process it may become evident an applicant has some difficulty explaining, understanding or writing the English language. It is also a requirement for all International Students to complete the Language Literacy Numeracy assessment. Due to the nature of the training conducted at STRIKE and all courses being delivered in English, it is necessary that students possess the sufficient skills and understanding to approach training and assessment at the level of competency reflected in the AQF qualification and as detailed in the Training Package.

Language, Literacy & Numeracy (**LLN**) assessments are undertaken where necessary to ensure students are given every opportunity for success in their training. The level of Language, Literacy &

Numeracy skills possessed by individual students will impact on their capacity to achieve the competencies in their training programs.

A preliminary assessment of Language, Literacy & Numeracy skills will assist trainers to identify any additional support that may be required for the successful achievement of competencies by the student or may indicate if alternative training is required

To maximise the chance of STRIKE students successfully completing their training, STRIKE will;

- Identify learner characteristics and support needs prior to enrolment where able or upon commencement
- Provide access to appropriate support services before and throughout the training

This preliminary assessment could include any or all of the following:

- Discussions with the student about prior education & experience
- An assessment of literacy and oral skills Questionnaire
- Records of previous skills, education & training
- A combination of the above

For further information on LLN and the assessment please refer to the policy.

Complaints and Appeals

As a result of the delivery of training and assessment services offered by STRIKE, it is acknowledged that issues, concerns or complaints may arise that need resolution. All stakeholders of STRIKE Training and Assessment Services have the right to lodge an appeal or complaint if they are dissatisfied with the services provided, the purpose of this Complaints and Appeals Policy and Procedure is to offer transparency and fairness to all stakeholders in this process.

Outcomes of appeals or complaint applications will be impartial, transparent and capable of review. At any stage of an appeal or complaints process, a support person can accompany applicants. A support person's role is to provide 'moral support' as an observer of the process only.

Complaints

A complaint refers to an expression of dissatisfaction with a decision, action or process within STRIKE. A complaint may arise as a result of dissatisfaction with any aspect of STRIKEs Training and Assessment Systems, including policies, procedures, services or products where the concern does not constitute an 'appeal' as defined below. A complaint would generally be as a result of persons or processes not operating in accordance with STRIKE Policies and Procedures. A complaint can be lodged on a 'for your information only' basis. This means that a complainant does not need to contribute any further to the complaints process.

When complaints are received by Strike against an individual we will adopt the principles of natural justice in all cases. This requires us to advise the respondent or accused of the investigation and allows that person to respond to such allegations. At each stage of the investigation the respondent/accused

will be informed of the investigation process and its outcomes. Strike will request that all discussions and submissions regarding the said investigation will be documented for evidentiary purposes.

Appeals

An appeal refers to dispute or request reconsideration of any decision made by STRIKE, regardless of the context. Valid grounds for submitting an appeal may include, but are not limited to the following claims in relation to decisions made:

- Incorrect advice from any person making a decision pertaining to training and assessment services within STRIKE;
- Incorrect advice from the assessor regarding the assessment process;
- Bias of the assessor;
- The proficiency of the trainer and/or assessor;
- Any perceived discrimination;
- Inappropriate assessment process for the competency being assessed; and/or
- Faulty of inappropriate equipment or resources

Timeframes

- Complaints can be made verbally, or in writing at any stage.
- Appeals against assessment decisions must be submitted in writing within **28 working days** of the date of notification about the assessment decision in question.
- STRIKE will notify the individual, in writing, that their appeal or complaint has been received within **10 working days**
- STRIKE will endeavour to close all complaints and/or appeals within **20 working days** from receipt of the complaint/appeal
- In the unlikely event that it is deemed more than **60 calendar days** are required to process and finalise a complaint or appeal, STRIKE will;
 - o Inform the complainant / appellant in writing, including reasons why more than 60 calendar days are required, and will regularly update the complainant / appellant on the progress

If the applicant rejects the findings of STRIKE in relation to their complaint/appeal, they will be provided with details of external agencies that may be able to provide further advice. Examples of external agencies include:

- An external, independent RTO chosen by STRIKE
- The Equal Opportunity Commission;
- The Australian Skills Quality Authority;
- The National Training Complaints Hotline;

- WorkSafe
- The Ombudsman

The applicant should be advised that they are within their rights to contact an external agency at any time. However, in most instances, external agencies will only become involved once internal processes have been concluded.

For further information on these processes please refer to Strikes Complaints and Appeal Policy.

Recognition of Prior Learning and Experience

Recognition of prior learning (RPL) is an assessment process aimed at determining credit and recognising the competencies candidates have obtained in formal and informal education and the work environment.

RPL assessment enables individuals to forego training and move directly to having their competencies assessed, thus avoiding the need for unnecessary training that brings with it additional cost, time and effort.

STRIKE's Recognition of Prior Learning process will be applied in accordance with the 12 General Principles for Recognition of Prior Learning as outlined in the publication 'Recognition of Prior Learning An assessment resource for VET practitioners, 5th Edition, 2013. Please view this in full detail in RPL policy.

STRIKE will apply a 5-step process for undertaking Recognition of Prior Learning assessments.

The steps are as follows:

1. Preliminary stage
2. Self assessment completed and evidence submission by the candidate
3. Interview with an assessor / Unit questionnaires
4. Demonstration/Observation of Task/s (or provision of third party evidence) and,
5. Provision of further supporting or supplementary evidence

Step 1: Preliminary Stage:

During this stage the candidate will be informed about:

- The RPL process
- Unit of competency requirements
- Related job roles and tasks
- Support mechanisms
- Required evidence
- Time frame
- Costs

- Enrolment procedures

Step 2: Self assessment and evidence gathering:

Once the candidate has decided to enrol for RPL and paid their application fee, STRIKE will provide an 'RPL Kit' for the relevant qualification that the candidate is seeking. This kit contains self-assessment tools and pro-forma templates for the applicant to gather and 'map' their evidence.

Some examples of documentary evidence that can support the process include:

- licences;
- brief résumé or work history;
- certificates/results of assessment;
- tickets held (for example, forklift, crane);
- photographs of work undertaken;
- diaries;
- task sheets/job sheets;
- logbooks;
- site training records;
- pay slips;
- membership of relevant professional associations;
- references/letters/third-party verification reports from previous employers/supervisors;
- industry awards; and
- performance appraisals.

These items may be used to support candidate's claims to competency throughout the RPL process. However, they must not be seen as a sole or sufficient determinant of competence, which is more properly and effectively assessed through interaction, dialogue and the practical demonstration of tasks in the following steps.

Step 3 – Interview with an Assessor or Unit Questionnaires

In this stage, it is important that the assessor refers to the information provided in the self-evaluation and the supporting evidence provided by the candidate as these will shape the conversation or questionnaires required (for example; if the candidate has self-assessed themselves as having extensive experience completing incident reports, and has supported this claim with evidence of workplace incident reports that they have completed, then it would not be necessary to ask a lot of questions in relation to this).

The interview may comprise of a series of direct questions or could be a list of topics for discussion drawn from the list of required skills and knowledge in the relevant units. Discussion around topics can provide an opportunity for candidates to demonstrate a broader area of knowledge and experience and may elicit more information than direct questioning which is why the use of written questionnaires should be limited where possible. Appropriate responses to questions or topics to be covered in the conversation should be included, as these will support the assessor in probing for more specific information.

It is preferable to conduct this interview in a workplace or work-related environment, so that the candidates can refer to examples or draw upon their environment to further support the verbal expression of their competence.

Step 4 - Demonstration/Observation of Task/s (or provision of third party evidence)

If the interview and supporting evidence has demonstrated the candidate's verbal and theoretical knowledge to a sufficient standard, the next stage is to observe and assess their performance in practice, through the observation of practical tasks performed either in the workplace or in a simulated workplace environment. Practical tasks provide the opportunity for the candidate to demonstrate the application of their skills and knowledge and should be designed to reflect job tasks.

Step 5 - Provision of further supporting or supplementary evidence

To complement Steps 1–4, candidates may need to provide further documentary evidence to support their competency profile. The types of documentary evidence that may be provided to further support the candidates claim to competency are the same as those listed at Step 2 above, for instance, third-party verification reports, job logs or photographs of work undertaken. Supporting or Supplementary evidence can help to fill any 'gaps' that may be present or where there is limited other direct or indirect evidence available. Strike will provide you with the documentation and guidance to complete this process.

Legislative Requirements

Strike Training and Consulting is required to operate in accordance with legislation in our training and assessment operations. The **National Vocational Education and Training Regulator Act 2011** which legislates the compliance requirements of our training organisation. There are strict standards as to the operation of an RTO that we must abide by.

Similarly, Strike Training and Consulting is also required to operate our training and assessment operations in accordance with the **ESOS** (Education Services for Overseas Students) legislation. Please see further details here: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

Another key piece of legislation is the **Work Health and Safety Act 2011**. The main objective of this act is to provide a consistent framework for the management of safe and health workplace. This act protects workers and others at the workplace from harm through the minimisation of risks. Each workplace such as our training environment have a level of risk that needs to be managed to minimise risks to a person's safety. It outlines the responsibilities of persons on site and management with regard to the safety of others persons and themselves.

The Privacy Act 1988 has already been discussed earlier in this handbook please refer to this information. You should also be aware of relevant discrimination acts. At Strike we adhere to these acts strictly and we expect students who participant in our programs to do the same. These include

the **Sex Discrimination Act 1984** where the premise is to eliminate discrimination against persons due to sex, marital status, family responsibilities and pregnancy. This act endeavours to eliminate sexual harassment in the workplace and to promote equality between men and women.

Strike also adhere to the **Age Discrimination Act 2004** which endeavours to eliminate where possible discrimination against persons due to age. Persons of all ages have the same fundamental rights within the community and workplace.

We have only supplied the premise of these documents to make you aware of our adherence to these laws. These are quite lengthy documents and are available in full at www.australia.gov.au/statelegislation and www.comlaw.gov.au. These documents can also be supplied to by Strike staff and explained to you at your request.

Copyright Act 1968

This act relates to the documentation that a person has created and the protection of same. This act is designed to prevent the unauthorised use by others without the expressed permission of the creator. This is a very simple explanation of the purpose of the act but this has been included to inform students that the learning materials you have been provided remain the property of Strike Training and Consulting. As a student you have permission to use the course material for your studies and reference but this is the extent of its usage. If a student or third party is found to be using Strike training material without management permission they can be open to prosecution under this act. For further information please review this act using the mentioned websites above.