



POLICY 3

CODE OF PRACTICE

Last Reviewed: April 2015

Code of Practice

Under the *Standards for Registered Training Organisations (2015)* we are obliged to make available to each client prior to enrolment, a Code of Practice. The Code of Practice documents how the services of Tactical Training (Australia) Pty Ltd (Tactical Training) meet the *Standards for Registered Training Organisations (2015)*.

Course Recognition

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

- Australian Qualifications Framework;
- Consumer and Business Services (Security Licensing Division); and
- Office of Liquor and Gambling Commissioner.

Appointment of Accountable Officer

Our CEO ensures our organisation is compliant with regulatory requirements and is up to date and provides professional leadership and judgement for the organisation including; development of learning and assessment resources, teaching and learning strategies and oversight of assessment practices.

Industry Engagement

Tactical Training engages industry in its training and assessment arrangements to confirm that our training and assessment practices meet current industry needs and standards.

Employer Participation in Your Training and Assessment

Where required; employers and other parties who contribute to each learners training and assessment will be engaged in the development, delivery and monitoring of training and assessment.

Obligations under Work Health and Safety

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

Disclosure of Safety Information

Participants have a responsibility to disclose all information, including medical information that may have an effect on the individual whilst participating in the study program. Persons must be nominated and an emergency contact telephone number provided in the event of an emergency.

Indemnity Disclosure

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

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

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

Fees & Charges

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

All fees and charges are stated on:

Our website: www.tacticaltraining.com.au; in course brochures; and on the enrolment form and must be accepted by the student in writing at the time of enrolment.

Note: *Fees may change without prior notice.*

Initial fees and charges don't cover the cost of:

- Replacement study materials (learner guides and assessment guides)
- Re-issue of replacement parchment (lost, stolen or damaged)
- Printing of certificate of attendance associated with completion of complimentary refresher training
- Security licensing and or any applications related to applying for initial licensing.

NOTE: All course fees are required to be paid in full before certification for Qualifications or Statements of Attainments completed can be issued.

Cancellation Refund Terms and Conditions

Tactical Training's refund policy sets out the terms and conditions under which clients will be eligible for a refund of fees. A course cancellation must be notified in writing at **least seven (7) days** before program commencement in order to receive a refund. Administration fees of **25% apply in all instances** where a refund is requested. Please review our full refund terms and conditions on our website www.tacticaltraining.com.au or ask our staff to provide you with a printed full copy.

Tactical Right to Cancel and or Postpone Accredited Courses, Activities and Short Courses

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

Recognition of Certification from Other Registered Training Organisations

Under the *Standards for Registered Training Organisations (2015)*, Tactical Training recognises the achievement of competencies as recorded on a qualification or Statement of Attainment issued by other RTO's. Only original documents will be accepted.

Recognition of Prior Learning (RPL)

Tactical Training advises all applicants of RPL opportunities and procedures on enrolment. RPL is available for all subject units. The performance criteria of each competency unit set the RPL benchmarks.

Student Code of Conduct

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

As part of the terms and conditions of acceptance to participate in any course delivered by Tactical Training; participants must agree to follow:

- All safety rules, procedures and instructions of trainers/assessors and supervisors
- Smoking is not permitted in any part of any building including toilets and stairwells
- No person is permitted to enter classes if under the influence of drugs or alcohol
- No drugs or alcohol (excluding any required prescribed medications) are to be consumed during any training session.
- No person shall interfere with the learning, enjoyment, comfort or safety of another person.

Non compliance of this policy *may result in the immediate exclusion of the student from further participation in the training course without refund.*

Disciplinary Procedure

To ensure all participants receive equal opportunities, disciplinary rules apply to all people that attend any of our sessions. Any person(s) whom displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course without entitlement to a refund of fees.

Any person who is asked to leave a session or course has the right of appeal through our appeals process.

Complaints Register

Tactical Training provides appropriate services for learners to have complaints and appeals addressed efficiently and effectively. Tactical Training management will maintain a Complaints Register to document the course of action and resolution of all formal complaints.

Appeals

The Tactical Training "Appeals Process" is concerned with a candidate's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

If the candidate is not satisfied with the resolution of the complaint after following and exhausting the Appeals Process, the "National Guideline for Complaints" directs them to seek further assistance.

Continuous Improvement Process

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

Flexible Learning and Assessment Procedures

Our training and assessment procedures are flexible and take into account learner needs. We will ensure that:

- All required resources for the delivery of any course are in place and maintained in good working order
- Training and assessment will only be conducted by qualified staff as determined by the National Skills Standards Council or its successors and the relevant vocational competencies at the level of training being delivered or assessed
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.

This means that the training and assessment you receive with us is done in accordance with the VET Quality Framework and any qualifications you achieve with us will be recognised anywhere in Australia.

Language, Literacy & Numeracy Assessment

All students have the option to be assessed in order to ascertain if their Language, Literacy and Numeracy (LLN) skills are sufficient to successfully undertake the training program. Where extensive support is needed, specialised LLN support may be set up. Literacy or numeracy support, if required, will be at the cost of the participant.

Provision for Special Needs Clients Reasonable Adjustments

In accordance with the Disability Standards for Education (2005), reasonable adjustments will be made to ensure equity in training and assessment of people with disabilities. Participants of our courses with special needs are required to inform us so appropriate arrangements can be made to assist. Special needs may also include **cultural and religious requirements**.

Requirement to Sign Your Assessment Record Book

As part of your course assessment and recording obligation you will be required to complete your assessment record book by signing and dating the assessment activities you have completed.

Parchment Requirements

Qualification parchments and Statements of Attainment issued by Tactical Training, registered under the National Vocational Education and Training Regulator Act 2011, comply with the requirements for issuance of qualifications and Statements of Attainment under the guidelines prescribed in the current Australian Qualifications Framework Handbook.

Privacy Notice - Use and Disclosure of Information

Tactical Training will comply with all legislative requirements under the National Vocational Education and Training Regulator Act, Privacy Act and Australian Privacy Principles. Read more at: <http://www.tacticaltraining.com.au/Table/Conditions/>

Security of Personal Information

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

Access to Your Personal Information

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

Working with Persons under 18 years of Age

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

Copyright Regulations

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

Intellectual Property

Tactical Training holds the intellectual property of this training resource. In signing our terms and conditions declaration you are declaring that you have read the copyright notice and had it explained to you as a condition of your participation in this course and that you agree to the terms and conditions as outlined.

Disclaimer

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