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 RTO NO : 40877 Security Master License No: 410519198 ABN :57 145 992 445

Student Handbook 2018

Version – 2.2

10TH October 2018

Modification History			
Version No	Date	Approved By	Brief description of changes
2.2	11 th Oct 2018	Rajpal Singh	Updated fee and fee refund policy, student behaviour misconduct, some other minor changes.
2.1	20 th Dec 2017	Rajpal Singh	Change in unit name CPCCOHS1001A to CPCCWHS1001, updated fee refund policy,
2.0	28 th Mar 2017	Rajpal Singh	Change of the units SITHFAB201 AND SITHGAM201 To SITHFAB002 & SITHGAM001
1.9	08 th Dec 2015	Rajpal Singh	Addition of scope CPP50611, CPP40707, HLTAID004
1.8	11 th June 2015	Rajpal Singh	Addition of scope of delivery, Addition of section – 9.3 Credit Transfer For NSW Security Course, change of fee refund policy
1.7	13 th Mar 2015	Rajpal Singh	Amended students complaints and appeal policy
1.6	30 th Dec 2014	Rajpal Singh	Amendment of section 5.1 Unique Student identifier, Amended fee section
1.5	6 th Dec 2014	Rajpal Singh	Addition of section 5.1 Unique Student Identifier
1.4	20 th Nov 2014	Rajpal Singh	Amended section 6.13 by introducing entitles to work in Australia, section – 7 deleted fee for CP20212
1.3	10 th July 2014	Rajpal Singh	Amended scope and minor changes, contact details, grammar and spell checks and minor changes in wording.
1.2	31 st July 2013	Rajpal Singh	Section 8.4: More clarified procedure for lodging complaints to ASQA.
1.1	15 th June 2013	Rajpal Singh	Section 7 – Change of fee structure; Section 9 – more detailed Credit transfer policy Addition of Section – 14 Student Induction

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1. Details

Contact us at:

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Website: www.vigiltrainingcollege.nsw.edu.au

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2. Introduction

Welcome to the Vigil Training College's Registered Training Organisation.

Vigil Training College provides the following Nationally Accredited training programs:

Qualifications

CODE

CPP20212

CPP30411

NAME

Certificate II in Security Operations

Certificate III in Security Operations

Units

CODE

HLTAID003

HLTAID001

SITHFAB002

SITHGAM001

CPCCWHS1001A

NAME

Provide First Aid

Provide cardiopulmonary resuscitation

Provide Responsible Service of Alcohol

Provide Responsible Gambling Services

Prepare to Work safely in the construction industry

Vigil Training College is an Australian Vocational Education Organisation created to deliver training courses focused on assisting people to gain security licences and employment. The founder of Vigil has gained considerable hands on experience in the New South Wales security industry and supplemented this with appropriate education and training qualifications.

Our trainers and assessors are highly qualified and have extensive experience. We are here to support our participants through our high-quality training programs and to ensure they gain employability skills and knowledge required by industry and their employment needs.

3. CODE OF PRACTICE

As a Registered Training Organisation, Vigil Training College must operate to meet at all times the Standards for Registered Training Organisations (RTOs) 2015. Vigil Training College will ensure that policies, processes and operational practises are used which maintain the highest possible standards in the delivery of training thereby safeguarding the vocational educational training interests and welfare of participating students/clients.

Our Commitment

Vigil Training College is focused on meeting our client, staff, industry and stakeholders needs. We are always committed to:

- Provide high quality training and assessment services to the vocational education and training sector in Australia.

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- Delivering training and assessment services that are flexible to the needs of our students.
- Providing our students with appropriate training and have the employability skills expected by industry.
- Maintain a supportive learning environment that is conducive to the success of our students, clients and staff.
- Understand the needs of our client, students, staff and the industries in which we operate or do business with.
- Understand your specific needs and be flexible in training and assessment strategies in our approach to serve you.
- Operate professionally and always conduct business in a sound, ethical and fair manner.
- Employ staff who are knowledge, qualifications, industry experienced and always act with integrity.
- Have capacity to provide accurate information to our clients and staff about their own records
- Treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you.
- Respond to student and industry needs and remain competitive within our market.
- Provide students with clear, accurate and appropriate information to make a decision about enrolment into a course prior to enrolment.
- Treat all people fair and equitable manner and foster an environment free from discrimination and harassment.
- Have fair, equitable and transparent fees, other charges and refund policies which are made available to all students prior to enrolment.
- Always recognise Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by other Registered Training Organisations in Australia.
- Complies with all laws and regulations relevant to our scope of registration and operation of our business.

4. Suggestions and Feedback

Vigil Training College has a commitment to providing quality training service and a focus on continuous improvement. We value feedback from clients, including participants, staff and employers for incorporation into our operations and future programs.

Vigil Training College will encourage all kind of feedback, both positive and negative, suggestions and complaints. If you have any suggestion or feedback please approach any staff member and either express it verbally or put it in writing at Vigil Continuous Improvement (CI-Form) Form available on our website, training rooms and office. Vigil assure that all your suggestions and feedback will be acted upon further to improve our services,

If you have any complaint about our services, resources and behaviour of staff and students please follow our Complaints and Appeal process, all the complaints lodged will be acted upon immediately.

5. How to Enrol

You can enrol into our courses

Online Enrolment: You can enrol and pay online. Visit our website www.vigiltrainingcollege.nsw.edu.au and follow the enrolment procedure.

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Phone/ Fax/Email: Call us on PH: 0420844453 or 02 8677 9062 to obtain the course information pack or alternatively download the information pack from our website. Fill the form and send back to us along with all the relevant documents through email/fax/post or drop in to submit it.

5.1. Unique Student Identifier

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

The USI will provide students with the ability to obtain a complete record of their Vocational Education and Training (VET) enrolments and achievements from a single online source.

Students often required to provide evidence of their academic achievements, for example when applying for a job or to undertake further study. The USI enables students to obtain a full transcript of all of the accredited VET training they have undertaken from the time the USI comes into effect, or an extract of it that shows the particular achievements they want it to. You can access your USI account online from your computer, tablet or smart phone anytime

A student must provide their USI to their training provider before the person can receive a statement of attainment or qualification.

Until 1st January 2016 training organisations delivering single day training courses are permitted to issue a qualification or a statement of attainment to students who have not been able to provide a USI before completion of training. However, during 2015 the training organisations must still record and verify a USI where it is provided by the student before completion of training; and submit AVETMISS compliant data in respect of all nationally recognised training delivered, including to those students who do not provide a USI.

The USI is available online at no cost to the student. While students can apply for their own USI, we can also apply on behalf of students with the student's permission. Students required at least one suggested form of ID to create the USI.

The following documents are acceptable forms of ID in the USI Registry system and can be verified through the Document Verification Service:

- Driver's Licence – issued in Australia
- Medicare card – current and issued in Australia
- Passport –Australian passport
- Birth Certificate – issued in Australia
- Certificate of Registration by Descent
- Citizenship Certificate
- Visa – the international passport number is required to link to the visa
- Immi Card – issued in Australia.

Further information about the USI is available at:

<http://www.usi.gov.au/Students/Pages/default.aspx>

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For more information download [Student Information Factsheet on USI](http://www.usi.gov.au/Training-Organisations/Documents/FactSheet-RTO-Student-Information-for-the-USI.pdf) at <http://www.usi.gov.au/Training-Organisations/Documents/FactSheet-RTO-Student-Information-for-the-USI.pdf>

Watch this video <https://www.youtube.com/watch?v=HRYaaF-B7Ho> for more information.

5.2. Enrolment Procedure

All potential students (Except Security course) at Vigil will go through following enrolment steps:

- Students express interest to seek admission in one of our courses through our website / email / phone or in person.
- Being provided with electronic or hard copy of Course Information Brochure, Students Handbook, Course Calendar and Enrolment Form through email, our website, post or by hand.
- Students return the filled-out Enrolment Form, acknowledge the terms and conditions in Student Handbook and make payment to book the course.
- Being issued with a payment receipt.
- Staff review the enrolment form gathers the missing information and other documents from students and confirm the booking by sending email, SMS or making a phone call to student.

For security course students only:

- Students express interest to seek admission in security training course through our website / email / phone or in person.
- Being provided with Course Information Sheet, Students Handbook, Course Calendar, 'SLED Fact sheet – 6' which outlines NSW security licence eligibility requirements, 'Form-P1016' acknowledging the provision of SLED Fact Sheet 6 and Enrolment Form.
- Students return the filled-out Enrolment Form, acknowledge the terms and conditions in Student Handbook, Form P1016 and make payment to book the course.
- Being issued with a payment receipt.
- Staff review the enrolment form gathers the missing information and other documents from students and confirm the booking by sending email, SMS or making a phone call to student.
- Students appears in SLED approved LLN test conducted by Vigil's Trainer Assessor on the first day of the course.
- Candidates unsuccessful in LLN test will get full refund including administration fee and advice to improve their language skills through TAFE.
- Candidates successfully completing LLN test will be able to continue course.

6. Legislative compliance

Vigil Training College complies with all Commonwealth and State legislations requirements relevant to training delivery and assessment in the Vocational Education and Training sector.

Vigil will ensure remains compliant with relevant Commonwealth and State legislations all the time and ensure that all staff and clients are provided with information about relevant Commonwealth and State legislation and regulations as changing from time to time. The legislations are continually updated and, the CEO is responsible for ensuring all staff and clients are made aware of any changes to current legislation.

Please note that current legislation is available online at <http://www.austlii.edu.au/> and www.legislation.nsw.gov.au

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Current legislation that effects our operations includes but is not limited to the legislation listed below:

6.1 Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2012
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Copyright Act 1968
- Corporations Act 2001

6.2 State Based Legislation

- NSW Anti-discrimination Act 1977 No – 48
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Equal Opportunity for Women in the Workplace Amendment Act 1999
- Work Cover Legislation Amendment Act
- Copyright Act 1879.
- NSW Commission for Children and Young People Act 1998.
- NSW State Records Act 1998

6.3 Others Legislations as per our Scope of Registration

- NSW Security Industry Act 1997
- NSW Security Industry Regulations 2016
- NSW Security Industry Amendment Bill 2012
- NSW Security Industry Amendment Regulations 2012
- NSW Casino, Liquor and Gaming Control Authority Act 2007
- Gaming and Liquor Administration Regulation 2008
- Liquor Act 2007
- Gaming Machines Act 2001 No 127
- Gaming and Liquor Administration Act 2007

6.4 Workplace Health and Safety Policy

Vigil Training College will fulfil its responsibilities under Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 which describe our duty of care to provide a safe and healthy working environment for everyone at the workplace. Vigil Training College is committed to provide a healthy, safe, risk and hazard free workplace environment to its clients, employees, contractors, neighbourhood and environment.

For the success of this policy Vigil Training College have following measures in place. This includes:

- Ensuring all training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Provision of training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and conditions.
- Ensuring everyone at workplace have adequate training and induction

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- Ensuring clean and suitably designed work place with the safe storage of goods.
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Checking all equipment for maintenance requirements, Refer equipment for repair as required, Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Safe operating procedures to be followed all the time
- Reporting all unsafe situations when recognised.
- Display safety procedures for all staff and participants to see,
- Report any identified Workplace Health and Safety hazard to the appropriate staff member as required.

We believe that workplace safety is a shared responsibility of everyone at workplace. So we encourage everyone at workplace to follow safe work practices and report any hazard, accident, incident, near misses or any behaviour which poses threat to your safety or the safety of others within the workplace. Any hazards reported will be acted upon immediately.

6.5 Smoking Policy

Vigil Training College has smoke-free policy aiming to provide safe and healthy workplace environment to their clients, staff, contractors and visitors. This also promotes and supports healthy choices in the workplace. A smoke-free workplace policy will prohibit all smoking in the workplace or restrict smoking to a designated area. Smoking is not permitted in reception areas, lobbies and training rooms. Smoking is permitted in the designated areas only.

6.6 Drug and Alcohol Policy

Vigil Training College has a zero tolerance policy towards illegal drugs, any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises. In some cases prescription drugs will affect your performance, please discuss this with your trainer or CEO prior to course commencement.

6.7 Prevention of Bullying and Harassment

Vigil Training College is committed to provide our people at workplace an environment free from Bullying and Harassment.

Workplace bullying and harassment is any behaviour that is unwelcome, unsolicited, offensive, humiliating or threatening and which a reasonable person would consider to be offensive, humiliating, intimidating or threatening. Bullying and harassment includes such actions as:

- Unwelcome comments about person's sex life
- Threatening verbal and / or physical intimidation
- Physical bullying including sexual assault
- Verbal bullying, such as name-calling, put-downs teasing and threats
- Sexual offensive staring, leering or gesturing.
- Unnecessary familiarity such as deliberately brushing against a person, patting or pinching
- Sexual jokes, remarks of innuendoes directed at another person or in the persons hearing.
- Display of offensive photographs, pictures, reading matter or objects.
- Sexual proposals or continual request of dates
- Demands on sexual favours, accompanied by implied or overt promises for preferred treatment, or threats concerning an individual's employment status.

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- Unsolicited, correspondence including letters and/or emails, obscene phone calls and messages

It is College's policy to:

- Provide support and empathy to complaints
- Inform student / staff of the options available to resolve the problem
- Promote the College's on the elimination of bullying and harassment in the workplace.

Any complaints received will be treated seriously with confidentiality and will be investigated immediately and thoroughly.

Vigil Training College considers bullying and harassment is an intolerable behaviour and will not be accepted under any circumstances. Anyone found to have breached the College's policies will have to go through fair investigation process in line with legislation and will face immediate and appropriate disciplinary action up to including expelled from college or termination of employment. CEO will decide on actions to rectify the complaint and will take steps to stop its reoccurrence. Actions could include an apology, dismissal or civil proceedings against the offering party.

Our students, staff, contractors and visitors have right to expect a work environment free of workplace bullying and harassment of any kind. Responsibility lies on you to report it as soon as it happens to our staff, trainers or CEO.

6.8 Access and Equity policy

This policy details on providing inclusive education services and a learning environment that is free from discrimination, harassment and victimisation. This policy relates to the provision of all education and support services by Vigil to all students, staff, contractor and visitors.

Australian federal and state legislation makes it unlawful for organisations to discriminate against people because of their age, gender, race, marital status, sexuality, or physical or intellectual disability.

Responsibilities of access and Equity lie on Vigil Training College under the following legislations:

- NSW Anti-discrimination Act (1977)
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Vigil Training College is committed to providing equal opportunity and promoting inclusive practices and processes and integrating the principles of access and equity in its services, policies and procedures.

To ensure successful implementation of this policy Vigil will make sure that development of all our resources, processes, products and services fair and equitable and must be inclined to principles of access and equity. To ensure effectiveness of above we have following process in place:

- Ensuring students enrolment and staff recruitment procedures are fair, un-bias and non-discriminatory
- Ensuring our courses are developed including a range of student needs:
 - We considers issues relating to access and equity when specifying course entry requirements and prerequisites
 - We offers flexible course design providing pathways through the course, including credit transfer and recognition of prior learning

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- We provides inclusive and non-discriminatory learning materials
- We make sure that language, literacy and numeracy requirements are consistent with the vocational level of the qualification
- We provide our students information through online media and to those without online access with information through other media according to their needs.
- Providing learning environment which is free of bullying and harassment
 - We have policies and procedures in place and we require those from staff and student under staff and students code of conduct
- Provides an assessment process that is fair, valid, reliable and consistent through:
 - We recognise your previously acquired skills and knowledge
 - We adequately provide information on course, prior to enrolment in the course
 - We adapt assessment to meet student needs while still maintaining a high quality, valid and consistent process through reasonable adjustment
 - We have policies and procedures in place that gives students the right to appeal an assessment or recognition decision
 - We give all students an equal opportunity to demonstrate competence.
- Providing support to those with special needs by making reasonable adjustment. Reasonable adjustment is provided to those with a disability or special need according to individual circumstances. This means providing the appropriate services and/or facilities for student learning and assessment. This may include but not limited to:
 - educational support
 - alternative assessment methods
 - learning and assessment aids such as papers in large print or the use of dictionaries or interpreters
 - Extra time to complete a course or assessment.
- Special consideration may be granted if through misfortune (e.g. illness, bereavement or personal trauma) a student is prevented from completing an assessment; or believes that their performance in an assessment event has been affected by the incident.
- Complaints and appeals are addressed in a fair and equitable manner.
- Ensuring staff know their responsibilities towards access and equity

Vigil Training College has written access and equity policies and all students, staff and clients receive copies which they must follow. In their induction to the College, staff and students are made aware of the Vigil's access and equity policy, and they may contact the CEO for information and/or support about the VIGIL access and equity policy.

6.9 Privacy Policy

VIGIL understands the importance of protection and security of the personal information released by our clients and staff within our registered training organisation. We are committed to manage and safeguard your information shared within our organisation.

Vigil Training College takes the privacy of our staff and clients very seriously and we will comply with all legislative requirements under Privacy Act and National Privacy Principles (2001) and other related acts and regulations.

Vigil Training College will apply following Privacy Principles defined to keep the privacy and confidentiality of information:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.

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2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out our functions efficiently.
8. Anonymity - Wherever possible, we will provide the opportunity for the individual to interact with external agencies without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

In some cases as required by law and as required by the NVR Standards we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the participant.

Access to individual Student training records will be limited to those required by the NVR Standards such as:

- trainers and assessors to access and update the records of the Students whom they are working with,
- Administration and management staff as required to ensure the smooth and efficient operation of the business,
- Officers from ASQA or their representatives for activities required under the NVR Standards
- Or those required by law such as:
 - People as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act). Or
 - Students authorising releases of specific information to third parties in writing,
- The Students themselves, after making application in writing.

Students wishing to access their own records must fill in the relevant form available at our website or call Vigil to obtain this form and put the request in writing.

6.10 Copyright Law

In Australia, copyright law is set out in the Copyright Act 1968. This is federal legislation, and applies throughout Australia.

Copyright is the legal protection for authors or creators against the unauthorised copying of their work and is based on 'The Copyright Act 1968' (as amended). Most expressions of creative intellectual endeavour are automatically protected by copyright.

Copyright protects a variety of material, including; literary works e.g. texts, reports, journal articles, software, computer programs, dramatic works, artistic works, musical works, films, sound recordings, broadcasts.

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Copying for research or study purposes is permitted and is known as 'fair dealing'. This allows a person to copy limited portions of a copyright-protected work for purposes of research or study. Under this provision, it is considered fair to copy.

- You may copy one or more articles in each issue of a newspaper or magazine relating to the same subject matter,
- You may copy up to 10% of the number of pages in a collection of works, as long as the works being copied have not been separately published, or, whether the work is separately published or not, it is not more than 15 pages long,
- You may copy the whole of any work if you check with the supplier that the work will not be available for purchase within 14 days (or six months for textbooks) at the price you would normally pay,
- You must also acknowledge the copyright holder by stating the title of the work, its author/artist, and the name of the publisher,
- You may copy up to 10% of a chapter of work.

Material on the internet is also protected by copyright, so you need to check for permission statements. All students and employees must comply with copyright laws. Infringement of copyright is not permissible.

For more helpful information is available on <http://www.copyright.org.au/find-an-answer/>

6.11 National Vocational Education and Training Regulator

The National Vocational Education and Training Regulator Act 2012 of Federal Parliament that empower ASQA to administer the operations and compliance of RTO's in most states of Australia, and any RTOs that operate in more than one state in Australia.

This includes the right of ASQA to audit Vigil Training College, apply penalties for noncompliance, and define the requirements to retain records and other administration and operational requirements of a functioning RTO.

To always remain compliant the CEO's role incorporates direct responsibility to ensure that Vigil participates in external monitoring, reporting and review processes conducted by the ASQA and any other relevant Commonwealth and State authorities. These processes may include audits that specifically address;

6.12 Liquor & Gaming NSW

The NSW liquor and gaming machine laws require licensees and staff with liquor and/or gaming machine duties to complete approved training in the responsible service of alcohol and responsible conduct of gambling. These courses provide students with an understanding of their obligations when working in licensed venues and of the harm minimisation framework under which the liquor and gaming machine industries operate in NSW.

Liquor & Gaming NSW is responsible for rigorous enforcement, compliance, investigative, monitoring and field education programs. Liquor & Gaming NSW is also responsible for administering the responsible service of alcohol and responsible conduct of gambling training schemes, as well as administering the photo competency card that is issued to students undertaking these training programs.

Liquor & Gaming NSW compliance officers undertake inspections and other enforcement functions under delegation from the Director General, Department of Trade and Investment, Regional Infrastructure and Services.

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The performance of security activities in New South Wales is governed by the *Security Industry Act 1997* and *Security Industry Regulation 2007*. These laws, which came into effect in July 1998, have been designed with the clear intention of providing the community of New South Wales with confidence in a professional security industry where competency (training), integrity and accountability are provided and maintained to a high standard.

The Security Licensing & Enforcement Directorate (SLED) of NSW Police is responsible for the administration of the Act and Regulation.

The most significant aspects of these laws are:

- Licences have been placed into three groups:
 1. Master licences for employers and registered training organisations.
 2. Class 1 licence for manpower services.
 3. Class 2 licences for technical services, sales and training.
- Licence applicants must be an Australian/New Zealand citizen or permanent Australian resident or hold a visa that entitles them to work in Australia (other than a student or working holiday visa);
- Holders of Class 1 and/or Class 2 licences may only work for a Master licence holder.
- Trainers operating on behalf of Registered Training Organisations (RTO) are required to be licensed. They must hold a Class 2D licence.
- Mandatory refusal of licence applications for persons convicted of prescribed offences within the last 10 years.
- Mandatory refusal of licence where the Commissioner of Police considers the person is not of fit and proper character to be granted a licence.
- Mandatory refusal of licence applications for persons found guilty, with no conviction recorded, of prescribed offences within the last 5 years.
- Licences will be issued for a period of 1 or 5 years but may be suspended or revoked by the Commissioner of Police.
- Photograph licences will be issued to Class 1 and Class 2 licence holders through the Roads and Maritime Services and must be worn by licensees (unless an exemption has been granted).
- Training for security operatives must be conducted by a training organisation that has been registered with the Australian Skills Quality Authority (ASQA) and approved by the Commissioner of Police.
- Training qualifications have been upgraded and licences will not be issued unless approved competencies are met.
- Licence applicants will be required to be fingerprinted and photographed in order to confirm the applicant's identity.

When delivering units from CPP20212 Certificate II in Security Operations linked to NSW licensing requirements, it is mandatory that Vigil follow Security Licence Course manuals, booklets and assessment tools approved by the Commissioner. For students this means that absences from the course will require missing time to be made up at a future course thereby delaying issuance of qualification or statement of attainment and procurement of a security licence. Students and staff should also be aware that while participating they may witness an audit being conducted by auditors/officers of the NSW Security Licensing Enforcement Directorate (SLED) and be required to make comments on their observations of the learning and assessment processes

6.14 Protection of Children and Minors

The Vigil Training College does not enrol students under 18 in our courses. Staff and students shall ensure that any child or minor on the organisations' property is protected

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against any form of sexual harassment. Any offence, suspected offence, or suspicious conduct should be reported immediately to the CEO.

Vigil will make every effort to protect any staff member, student and visitor against false or unfair allegations of child or sexual abuse.

7. Fee and Refund Policy

Vigil Training College is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, text books, student services and training and assessment services.

7.1. Fee Payable (Applicable to All courses)

Fees can be paid by cash, credit card, cheque, Money order, PayPal or electronic transfer into VIGIL accounts.

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within five (5) days of receiving an invoice (in case of corporate clients) from Vigil Training College.

Vigil Training College may discontinue training if fees are not paid in accordance with the agreed fee schedule.

The current fees and charges for Vigil Training College are published within the current schedule of fees and charges.

Note cheques will need to be cleared before the course can commence. As soon as we receive cleared payment (instantaneous for all but payers by cheque) students will be able to book into a course.

7.2. Schedule of Fees and Charges

The Chief Executive Officer is responsible for approving Vigil Training College Schedule of Fees and Charges. The schedule of fees and charges is to include the following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by Vigil Training College to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results, transfer of course, and the options available to students who are deemed not yet competent on completion of training and assessment; and Vigil Training College refund policy.

7.3. Giving Notice of enrolment Cancellation.

A student who wishes to cancel the enrolment must give notice in writing only. This may be done via an email or a letter. Vigil Training College staff who is approached with initial notice of cancellation will ensure the student understands their rights in regard to the refunding of tuition fees. The student will to be advised of the other options such as suspending the enrolment and re-commencing in another scheduled training program.

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Student who has given a written notice to cancel the enrolment and is eligible for a refund will be provided with a Refund Request Form. Student who may not be eligible but is requesting a refund should also be provided with the Refund Request Form so the request can be properly considered by the Chief Executive Officer

7.4. Fee Refund Policy for CPP20212 Certificate II in security Operations / Certificate III in Security Operations

The course needs to be booked in advance and at least an Administration Fee of \$150 is required to be paid during time of the booking.

A full refund of the course fee including administration fee is available, provided we receive a written notice of cancellation at least five (5) working days prior to commencement of the booked course. If we receive less than five (5) working days' notice we can refund your fee, however, a refund will not be given on the administration fee.

No refund is available:

- If the participants withdraw voluntarily from the course after commencement of the course, or
- found not competent

However, they will be issued with a statement of attainment for any units of competency that they have attained.

7.5. Fee Refund Policy (First aid, CPR, White card RSA & RCG)

Courses need to be booked in advance and a full payment of course is required to book the course. A full refund of course fee is available, provided we receive a notice of cancellation at least five (5) days prior to commencement of the booked course; if we receive less than five (5) days' notice we cannot refund course fee.

No refund is available:

- if the student commences course and withdraws voluntarily from the course. or
- Found not competent

7.6. Transfer of Course (Certificate II in Security Operations /Certificate III in Security Operations)

Students who wish to transfer between courses will be able to do only once without any penalty, if we receive a notice of transfer between courses at least five days prior to the commencement of the booked course. If less than five days is provided, this will be treated as a cancellation.

Students enrolment in the Course is for six months from the Date of Commencement. If the student fails to complete this course within six (6) months from the Date of Commencement, student's enrolment will be cancelled, and will be required to pay the full fee to re-join the course, at the discretion of the Vigil Training College.

If the student fails to complete Module – 1* of NSW Security Licence Course (Class 1AC) or Module – 7 of NSW Security Licence Course (1B,1F), student will be withdrawn from the current class and will be required to re-join the upcoming class in the future (subject to availability) to undertake training from the beginning of the Course and will also be required to pay a re-joining fee of \$200 (Inclusive of GST).

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If the student fails to complete any Module (other than Module 1) of the Course, then will be required to complete the failed module from the beginning in the upcoming classes (subject to availability) and will be required to pay an administration fee of \$150.00 (Inclusive of GST).

7.7. Transfer of course (First Aid / RSA / RCG/ White Card)

Students who wish to transfer between courses will be able to do only once without any penalty, if we receive a notice of transfer between courses at least five (5) days prior to the commencement of the booked course. If less than five (5) days is provided, this will be treated as a cancellation by student.

7.8. Cancellation of course by Vigil

If Vigil Training College cancel or fail to complete the course a full refund will be made to students within five (5) working days, the Student will also be given the option of rescheduling the course without any penalty.

Students, who choose not to continue with an alternative course date but have successfully completed some unit/s of a course, will be issued a statement of attainment for the unit/s in which they have demonstrated competency plus a full refund of their course fee.

7.9. Method of Refund

Refunds will be paid in the same manner that initial payments were made i.e. refunds to credit cards if that was the original method of payment. We cannot refund in cash unless we were originally paid in cash.

7.10. Our Guarantee for fees paid in advance

The Vigil Training College guarantees the security of any payments made in advance by or on behalf of potential students. All students will be issued a receipt by our RTO and we guarantee that no fees will be used for any purpose other than those for which they are intended and fees paid in advance will not be transferred to the Vigil's main account until course and participant commencement. The refund policy will be adhered to in all cases. In the case of financial failure of our RTO we will subcontract the remaining requirements of any training or assessment or program to another approved RTO at no additional cost to the student. However, in that case the students have right to go to any other RTO and receive a full refund from Vigil and a Statement of Attainment of the units for which they had completed and demonstrated competency.

7.11. Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST free education course. ATO reference:

<http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001>

Where a student is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course. Please refer to Vigil Training College schedule of fees and charges for details.

7.12. Miscellaneous Charges

Vigil Training College will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student.

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- Replacing issued learning materials which the student has lost or damaged
- Re-assessment services
- Photocopy fee

These miscellaneous charges are to be clearly specified in Vigil Training College Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are based on a cost recovery basis and are not intended to be a source of profit.

7.13. Student complaints about fees or refunds

Students who are not satisfied with Vigil Training College arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Vigil Training College complaints policy and procedure

7.14. Replacement Qualification or Statement of Attainment

Requests for a replacement qualification or statement of attainment (within the 30-year period) are to be made directly to CEO who will coordinate the administration officer to provide record to the students.

Students need to make the request in writing/email by filling and submitting Participant Record Access Form (PRA Form) available with Administration Officer or alternately download the form from our website or call Vigil to obtain the form.

All Students must be aware that they are required to provide their photo-identity such as RMS Photo ID, Drivers licence or Passport. The details on the ID must match with the details on our records otherwise we will not be able to process your request.

Vigil Training College charges for replacement of Statement of Attainments or Qualification, should a replacement certificate be required, the Employer or the Student will be charged \$35 including GST. The replacement will be issued within 14 working days of receipt of written request

8. Students Complaints and Appeals Process:

Vigil Training College is committed to provide best services to our clients, to maintain a supportive and fair environment in every manner. However, we do believe that sometimes grievances can arise. Some of the possible grievances that may arise due to dissatisfaction of academic or non-academic matters include:

- Assessment outcomes
- Attendance records
- Disciplinary actions i.e. misbehaviour or misconduct of Student or staff
- Course fees
- Administrative matters such as quality of administrative service or the provision of facilities
- Allegations of harassment, bullying, discrimination, unethical practices or criminal behaviour and
- Other decisions directly or indirectly affecting participants

Once the dissatisfaction arrives participants can lodge a complaint and appeal for the justification of their rights.

Vigil has developed fair and equitable policy which allows our potential students to lodge a complaint and appeal against our decisions and services. For effective policy implementation, VIGIL will make sure that our Complaint and Appeal Process is:

- available to all students
- confidential
- FREE of cost

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- resolved within twenty one days

VIGIL encourages you to bring all complaints and appeals into our notice as soon as possible.

8.1. Informal Approach Process:

Students can lodge their Complaint and Appeal verbally, through phone, email or third party.

Staff will contact the involved parties promptly and will try to resolve the matter which lies within their range and responsibilities. Otherwise, will be directed to lodge a formal complaint by using Vigil Complaint & Appeal Form available with VIGIL staff and alternatively on our website.

8.2. Formal Approach process

A formal complaint can be lodged in writing to any of staff member in person, via email, using our website or by other communication method.

Students will be asked to fill the Vigil Complaint & Appeal Form. On submission of form the record of Appeal or complaint will be entered into the Complaint and Appeal register and student will be provided with the acknowledgement receipt with complaint number, date and signature of the staff. The form will then be forwarded to the CEO.

The CEO will, liaise with staff and the party involved, investigate the matter, gather all information about the complaint lodged, prepare a mutual resolution to acknowledge the participant's satisfaction with possible outcome. Once you are satisfied with the outcome, all the relevant documents will be updated and the case will be closed.

The decision will be provided to the appellant in written advising the reasoning for that decision.

If you are not satisfied with the outcome, then the issue can be escalated to a mutually agreeable independent person, panel or a third party.

8.3. Engagement of Third party

Should a satisfactory resolution not be made following consultation with the CEO, a suitable independent person or panel will need to be agreed upon by both the Appellant and Vigil Training College to resolve the matter. This could be an external Trainer Assessor, or it could include independent commercial mediators such as Leadr and InterMEDIATE.

Leadr can be contacted via <http://www.leadriama.org/> Intermediate can be contact via www.intermediate.com.au

Costs for the independent person or panel, will be borne by Vigil Training College.

The CEO will negotiate the identification and engagement of the mutually agreed person or panel. The time frame for this process may be extended due to the unforeseen circumstances and the availability of the mediator.

If the grievance is resolved through mediation, the decisions will be recorded and no further action will be required.

If the grievance is not resolved through mediation and appellant is not satisfied with the decision the appellant can make a complaint to external organisation in particular Australian Skills Quality Authority (ASQA) as your main regulator and point of contact for all complaints.

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8.4. Lodging a Complaint to External organisation

Lodging a Complaint to ASQA

Students who want to lodge complaint to ASQA must first follow VIGIL's internal complaints and appeals procedures. If, after following internal procedures, you still believe that our RTO is breaching or has breached its legal requirements, you can submit a complaint to ASQA.

Students can find the details of lodging a Complaint to ASQA against RTO at ASQA website <https://www.asqa.gov.au/complaints/> or call the ASQA info line 1300701801 or contact by email: enquiries@asqa.gov.au

8.5. National Training Complaints Hotline

Students can register a complaint with the National Training Complaints Hotline <https://www.education.gov.au/NTCH> by **Phone:** 13 38 73, Monday–Friday, 8am to 6pm nationally or **Email:** skilling@education.gov.au

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.

8.6. Complaints of Criminal Nature

Should the nature of the Complaint and Appeal refer to criminal matters or where the welfare of Students is in danger, we will, with the permission of the Student, seek assistance from other authorities such The Police, Legal Representative or other parties as appropriate. Student confidentiality will be maintained at all times as is consistent with NSW Law. Engagement of the authorities will be the responsibility of the CEO.

9. Credit Transfer Policy

Credit Transfer – means credit towards a qualification granted to participants on the basis of outcomes gained through participation in courses or national training package qualifications with another Registered Training Organisation.

Vigil Training College recognises the Australian Quality Framework qualifications and Statements of Attainment issued by any other Australian RTOs. Credit Transfer is available to all participants enrolling with us in any of our training programs.

All enrolling students are entitled to apply for credit transfer in a course or qualification in which they are currently enrolled and are included in VIGIL scope of registration. Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the participant down a more efficient path to competence.

The applicant does not incur any fees for credit transfer and we do not receive any funding when credit transfer is granted. Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and the applicant will be advised to seek recognition where the original award can contribute to a portfolio of evidence.

Credit transfer will only be issued when the participant's enrolment includes at least one other unit of competence for which the participant is participating in training or is seeking recognition. Participant may not enrol only for credit transfer.

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9.1. Evidence required

An applicant will be required to present his or her statement of attainment or qualification to be verified by VIGIL. These documents must provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs own and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submitted copies only which are certified as a true copies of the original by a Justice of the Peace (or equivalent).

9.2. Credit transfer Procedure:

To apply for credit transfer, the applicant candidate must complete and submit the Credit Transfer Application Form (CTAF – V1).

Certified copy of the Qualification or Statement of Attainment; and enrolment application for the training course applicable to the units of competence for which credit transfer is requested.

On receipt of the application, we will check the qualification or statement of attainment for authenticity and grant credit transfer for the units of competence that have been completed at any other RTO.

The completed credit transfer application form must be signed by the applicant.

Applicant will be notified in writing of the outcome of their application within five (5) working days after receiving the application. This may include issuing Statements of Attainment or qualifications awarded through credit transfer.

9.3 Credit Transfer Policy for NSW Security Course

Credit transfer is permitted only if a student attained all units of competency contained in a Course Module with a current Approved Organisation in accordance with the SLED regulatory requirements, on or after 1 May 2013.

If a student has attained all units of competency (or their superseded and equivalent units) contained in a Course Module with a current Approved Organisation in accordance with the SLED regulatory requirements, prior to 1 May 2013, they do not have to complete the learning hours, but must undertake and satisfactorily complete all of the assessments for that Course Module. We can remove the learning hours however credit transfers are not permitted.

If a student attained all units of competency contained in a Course Module with an RTO that is not a current Approved Organisation, they do not have to complete the learning hours, but must undertake and satisfactorily complete all of the assessments for that Course Module. We can remove the learning hours however credit transfers are not permitted.

If a student attained some, but not all, of the units of competency contained in a Course Module with either a current Approved Organisation or an RTO that is not a current Approved Organisation, they must complete all of the learning and all of the assessments for that Course Module. We cannot remove learning hours or provide credit transfers.

For more details contact us on PH: 0420 844 453 or 02 8677 9062

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10. Recognition of Prior Learning (RPL)

RPL means we will recognise your prior training and you will not need to repeat training you have already completed. Simply the RPL process is an assessment of an individual's previous training both on job and off, education and other activities which may contribute to a competence level in a nationally recognised qualification. If you have skills and knowledge from prior education, work experiences, family and community experience that relates to your training you may seek recognition of prior learning (RPL).

Vigil Training College encourages all potential and enrolling students in its training courses to understand the RPL process and the benefits that may result from participating in it.

The Vigil Training College RPL process has been developed to be simple, fair, equitable, and non-discriminatory resulting in understanding by the participant thereby aiding acceptance of the outcome. To assist in the process VIGIL uses Candidate and Assessor guides developed by NSW DET.

More information about can be obtained from State Training Services (NSW Department of Education and Communities) website at:

http://www.training.nsw.gov.au/training_providers/resources/skillsonline/rpl_resources.html

If you believe you may be eligible for recognition of prior learning please mention in the enrolment form to further discuss this matter with a Vigil's Training College staff. Assistance will be arranged to support you in completing an RPL application, including the gathering of required evidence. The outcome of your application will be provided and explained to you.

Candidates please note that Vigil Training College does not assess student's competencies through RPL in Class 1AC Security Licensing course (NSW). However VIGIL will seek approval from the SLED to assess the competence of a student undertaking a Security Licence Course through an assessment only pathway in exceptional circumstances. For more details see 'NSW Security Licence Course Training, Assessment and Instruction Requirements Manual (V 1.0)' at SLED website.

11. Assessment Criteria

All our assessments will provide for applicants to be informed of the context, purpose and process of the assessment. This information provided to students includes assessment methods, number of assessments, guidelines to learners, timelines for assessment, grading feedback, reassessment and assessment appeals and alternative assessment methods if required to accommodate special needs or circumstances, information will be included at the start of each unit or course as to the assessment processes.

Students are provided information regarding the assessment process by trainer/assessor at the beginning of every course.

11.1 Competency Based Training

Competency based assessment (CBT) is the process of collecting evidence and making judgments about whether competency has been achieved to confirm whether an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed unit of competency. Competency Based Training focuses on confirming the skills acquired by the participants during the training program.

Competency Based Training recognizes that individuals learn new information and skills at different rates and that they can acquire these in different ways. Competencies are defined levels of skills and knowledge. People can achieve the competencies by studying on class, or by working in a job, or by a combination of study and employment experiences.

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Our assessments ensure that our participants have the skills, knowledge and attitudes to perform their specific job role to the required competency standards.

We recognise that not all students are best able to demonstrate skill competency in traditional ways. Thus we will reasonably adjust our training and assessment methods to meet the needs of a diverse range of participants within the restrictions of the training package.

The common example of reasonable adjust is the delivery method, the learning material and the conducting of the assessment in a verbal form rather than a written form. We cannot allow the inability to read a document or complete a written assessment as a barrier to determining competency.

Any further questions can be referred to Vigil Training College's CEO.

11.2 Feedback

All the students assessed by assessors will be provided with feedback. Where students are assessed as not competent they will be provided with additional feedback on their assessment outcome to assist in achieving the required performance standard on reassessment.

11.3 Reassessment

Students who are dissatisfied with their assessment outcome may request for reassessment by contacting their trainer or assessor

Students are entitled to a maximum of three assessment attempts for each unit without any extra charges. If after three assessment attempts students competence is "not yet competent" they will be required to repeat the unit and pay any fees associated with repeating the unit. Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- (a) The student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- (b) The student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non- attendance at the assessment

11.4 Assessment Appeals Procedure

All assessment appeals need to follow the Complaint and Appeal procedure outlined above.

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

- The Student completes our Complaint and Appeal form and forwards it to the CEO or the Trainer or Admin staff within 21 days of the original assessment decision. This form can be downloaded from our website or alternatively can be obtained from CEO, Trainer and staff upon request.
- A Trainer/Assessor will contact the student and negotiate a time for re-assessment or resolution of appeal and where necessary seek arbitration by a third party or panel acceptable to all parties. The student can request an alternative trainer/assessor.
- If the complaint is still unresolved then the student will be advised of external organisations, in particular ASQA as your main regulator and point of contact for all complaints (see Complaints and Appeal Section).

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- Trainer/Assessor and/or CEO will provide the student with a written statement of outcome of decision of the appeal and the reason for the decision within a further 21 days.

11.5 Candidates with special needs

One fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Candidates with special needs should be offered the same opportunities as any other candidate.

As special needs extend to more than identify physical or learning difficulties, an assessor will also need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

An assessor must take special needs into consideration from the planning stage onwards and adopt particular assessment methods as appropriate. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If you have any special needs please mention in your enrolment form, VIGIL staff will contact you to discuss further.

12 Support Services

Regardless of the LLN assessment VIGIL is very aware that a minority of students during the process of training will experience difficulty regarding their progress. This difficulty can be study related or personal. If the difficulty is study related the student is encouraged to discuss the concerns with the trainer who has the ability and support to initiate whatever remedial actions that will resolve the issue. In the case of personal issues again students are encouraged to consult with the trainer, or another staff member of Vigil Training College should no resolution be available the student will be introduced to an external counselling service.

We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way.

Should you be experiencing any personal difficulties you should make contact directly with the Vigil Training College's CEO who will assist you to the full extent of our capacity.

If your needs exceed Vigil Training College's support capacity we will refer you onto an appropriate external agency.

You can seek support immediate by contacting: **Lifeline Australia**

<http://www.lifeline.org.au/Home>

Phone: 131 114

12.1 Language, Literacy and Numeracy (LLN) Assistance

Our course standard material contains written documentation and limited numerical calculations. We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

For all the potential students undertaking Class 1AC Security License Course (NSW) training have to undertake a Security Licensing and Enforcement Directorate (SLED) approved language, literacy and numeracy assessment test conducted by Vigil before commencing any Class 1AC Security License Course (NSW). Vigil must ensure through the assessment

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that the candidate has the capacity to complete the course and attain the required competency standard

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider such as their local TAFE campus.

New South Wales: NSW Adult Literacy and Numeracy Council Phone 1300 655 506 Web: <http://www.nswalnc.org.au/>

Interpreting Services: Translating and Interpreting Service (TIS) National

http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/

Phone: 13 14 50

12.2 Flexible Delivery and Assessment Procedures

The 'one size fits all' training approach is not that of Vigil Training College. VIGIL offers a range of modes and methods of training and assessing that gives every potential student the opportunity to choose which is best for them.

Vigil Training College recognises that not all participants learn in the same manner, and that with an amount of "reasonable adjustment" participants who may not learn best with traditional learning and assessment methods will still achieve good results.

Vigil Training College will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

Vigil Training College undertakes to assist participant achieves the required competency standards where it is within our ability. Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or Vigil Training College CEO

13 Students Rights and Responsibilities

The Students have the following rights and responsibilities to be respected and adhered to at all time.

13.1 Student Rights

Students have the right to:

- be treated all time with respect, fair and without discrimination manner, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- have a environment free from all forms of bullying and harassment
- work in a safe, clean, orderly and cooperative environment
- have their personal property being protected from any damage or misuse
- have complaints and appeals settled in a fair and rational manner
- work and learn in a supportive environment without interference from others
- privacy, dignity & confidentiality
- quality provision of courses that recognise and appreciate individual needs and learning styles and contain no hidden costs
- expect truth in advertising

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- know about policies and procedures referring to them
- express and share ideas and to ask questions
- be treated with politeness and courteously at all times

13.2 Student Responsibilities

Students have responsibilities to:

- treat VIGIL staff, students and other relevant authorities with respect, fair and without discrimination manner, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- respect the property of the College, lessors and clients
- refrain themselves from swearing in classrooms and other learning areas
- not to behave in any way that could offend, embarrass or threaten others
- be punctual and regular in attendance
- provide accurate information about themselves and advise of any changes
- not to use mobile phones or similar devices at any time in the class
- not to engage in plagiarism, collusion or cheating in any assessment task
- follow normal safety practices (e.g. following both written and verbal directions given by Vigil Training College staff)
- meet the course requirements, terms and conditions including payment of fee
- attend all required classes and assessment to as part of the requirement of the course satisfactorily and complete the course in within the notified time frame
- to always act upon Vigil Training College policies to keep college environment free from all forms of bullying and harassment

There are consequences for non-compliance with the students' behaviour. These are detailed in the student misconduct procedure.

14 Attendance Requirements

If a student of Security Course withdraws from or leaves a course before completion of the suggested learning hours and formative assessment tasks:

- They are not permitted to undertake the summative assessment tasks of that course
- They must re-join a future course to complete the missed learning hours and formative assessment tasks before being permitted to undertake the summative assessments.

For students this means that absences from the course will require missing time to be made up at a future course thereby delaying issuance of qualification or statement of attainment and procurement of a security licence.

If a student does not attend the first day of the course, they are not permitted to complete the course and must enrol in a future course.

15 Students Induction

All enrolled students will go through the students Induction program to be conducted on the beginning of the first day of every course. The students will be provided with brief description of Vigil Training College policies and procedures, course description, assessment strategies and students support services etc. Your attendance to the programme is mandatory so please be on time to avoid any hassle.

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16 Disciplinary

VIGIL will at all-time try to create a learning environment with flexibility to assist individual students who may have need of special assistance. VIGIL wants the learning and assessment experience to be rewarding for every student and therefore it must take action if one or more students use negative behaviour to disrupt the experience for others. If a student is not willing to show consideration to other students regardless of race, colour, religion or disability and is continually negative and or disruptive the CEO will intervene to resolve the situation.

16.1 Students Behaviour Misconduct:

Vigil Training College seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all learners.

This policy seeks to encourage acceptable behaviour and to inform all staff and learners about Vigil Training College standards of behaviour.

What is behaviour misconduct?

Behaviour misconduct is defined as actions that breach Vigil Training College policies. This includes but is not limited to:

- Breaches of Commonwealth or State law which impact on RTO operations
- Behaviour that impairs the reasonable freedom of other persons (learners) to pursue their studies and participate in the activities of the RTO
- Refusing or failing to identify themselves truthfully
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO
- Acting in a way that causes learners or staff or other persons within the RTO to fear for their personal safety
- Acting in a way that causes damage to RTO property
- Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Wilfully damaging or wrongfully dealing with any RTO property, or the property within the RTO of any person, including theft
- Being under the influence of prohibited drugs and/or substances including alcohol
- Trespassing or knowingly entering any place within the premises of the RTO that is out of bounds to learners
- Making a false representation as to a matter affecting learner status
- Possession of dangerous articles or banned substances
- Abusive Behaviour
- A learner must at all times maintain a high standard of behaviour while engaged in RTO activities either within the premises of the RTO or at another location.

The students If wouldn't act properly may be:

- warned, suspended or expelled
- required to pay for damage or loss
- reported to the police

Any student, staff member or member of the public can report misconduct or suspected misconduct by a student or staff so as to maintain a disciplinary environment.

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*For Module Structure of NSW Security Licence Course (Class 1AC, 1B, 1F), check our website

Acknowledgement Declaration

It is acknowledged that the student has read and fully understand the contents of this Student Handbook, which outlines the conditions of student's rights and responsibilities as a Student of Vigil Groups Pty Ltd Trading as Vigil Training College while accepting terms and conditions prior to the enrolment.

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