STUDENT HANDBOOK

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INTERNATIONAL SECURITY
TRAINING ACADEMY
RTO CODE: 3877

Contents

Introduction

Message from the Chief Executive Officer

As the Chief Executive Officer of this organisation, I can assure students that I will fully support the implementation of all operations and quality services articulated in this student handbook. I welcome your input and feedback to ensure the ISTA team adhere to our underlying philosophy of continuous improvement in all aspects of our operations.

This Student Handbook provides a guide towards the provision of best practice in training and assessment service delivery. As a registered training organisation, this handbook aims to facilitate compliance with the standards regulated by the Australian Skills Quality Authority. For our students, this handbook aims to ensure that their investment in training provides the best possible experience and outcomes.

Sincerely yours,

James Ridley

Chief Executive Officer

Context

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the Standards for Registered Training Organisations (RTOs) to ensure nationally approved quality standards for training are met. The focus of these standards is the demonstration of preparedness of registered training organisations to deliver quality training and assessment services and focus on continuous improvement.

Services

The programs we offer are current and aligned to the Property Services and Health training packages for quality assurance and best practice. Currently, International Security Training Academy can offer students accredited training according to our Scope of Registration listed in https://training.gov.au/Organisation/Details/3877

We recognise the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to our students.

Our trainers and assessors have significant industry experience and qualifications allowing them to provide a professional, well rounded learning environment for students.

We recognise that opportunities for improvement arise in every aspect of our business operations, and we have imbedded continuous improvement as part of our company culture.

Our students are encouraged to provide feedback throughout their learning at ISTA.

Use of 'Third (3rd) Parties'

At the time of this handbook's publication, ISTA does not have Third Parties delivering courses on its behalf.

Legislative Requirements

Registered training organisations are subject to legislation pertaining to training and assessment, as well as business practice.

ISTA recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

Complying with Legislation

Examples of legislation relevant to training includes but is not limited to:

Commonwealth legislation:

- National Vocational Education and Training Regulator Act
- Copyright Act
- Privacy Act
- Sex Discrimination Act
- Racial Discrimination Act
- Age Discrimination Act
- Disability Discrimination Act
- Work Health and Safety Act

Victoria legislation:

- • [Private Security Act 2004](#)
- • [Commission for Children and Young People Act 2012](#)
- • [Charter of Human Rights and Responsibilities Act 2006](#)
- • [Disability Act 2006](#)
- • [Equal Opportunity Act 2010](#)
- • [Australian Consumer Law and Fair-Trading Act 2012](#)
- • [Occupational Health and Safety Act, 2004](#) / [Occupational Health and Safety Regulations 2017 (Vic)](#)
- • 2014
- • [Victorian Privacy and Data Protection Act 2014](#)
- • [Child Safe Standards 2022](#)

Training authorities / regulators:

- • National VET Regulator (NVR) - Australian Skills Quality Authority (ASQA)
- • Victorian Regulations and Qualifications Authority (VRQA)
- • Department of Education and Training Victoria (DET VIC)
- • Higher Education and Skills Group (HESG)

Victoria Police Licensing and Regulation Division (LRD)

Students must understand that:

- • As part of LRD's residency status requirements, those who are not Australian or New Zealand permanent residents, that their visa must be valid for 12 months and will provide them with entitlements to work in the security industry.

- • As part of Victoria Police's suitability reference requirements, the student's referees must have known the student for at least 12 months in Australia in a full- time basis.
- • Firearms licenses can only be issued to Australian citizens or permanent residents.
- • If the student is not an Australian citizen or permanent resident, LRD will not endorse the student for sub-activities for Armed Guard or Cash in Transit.

Students must refer to https://www.police.vic.gov.au/eligibility-requirements-1#eligibility

Work, Health and Safety Policy

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above-mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and can feel safe, valued, and respected.

Harassment includes any form of behaviour that is unwanted, unwelcome, or unreciprocated by relevant persons. This may manifest as verbal or physical harassment but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

At International Security Training Academy, it is made known that if a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender.

In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other ISTA staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff to follow International Security Training Academy policy and procedures to rectify the situation.

All students and staff working with International Security Training Academy have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal

complaint of misconduct against the offending party is available and will be actioned according to ISTA policy and procedures.

International Security Training Academy staff and students should be aware of the following definitions:

Racial harassment

Racial harassment involves a person or persons being threatened, abused, insulted, or taunted in relation to their race, descent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, and exclusion, allocation of least favourable jobs or positions, or unfair treatment.

Sexual harassment

Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome, or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work-related communication, offensive noises, or displays of sexually graphic or suggestive material.

Bullying

Bullying involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion, or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

Confidentiality

Confidentiality relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, student assessments, managerial decisions, and legal proceedings. Please read your enrolment form relating to privacy and confidentiality.

Discrimination

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age, or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

Harassment

Involves any behaviour intended to disturb, offend, or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Victimisation

Victimisation involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

Specific principles:

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful, and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by International Security Training Academy
- When ISTA management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained
- It is the intention of ISTA management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support, and assistance in

resolving the issue from ISTA management

- • Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised
- • Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted
- • Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution.

Working with Persons Under 18 Years of Age

Students under 18 years of age may enrol with International Security Training Academy. According to the law, a child is considered any individual less than 18 years of age.

International Security Training Academy will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination, and intimidation.

All staff are required to report to ISTA management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, International Security Training Academy will report to the Department of Families, Fairness and Housing in Victoria at https://www.dffh.vic.gov.au/

The initial information that a child protection officer will require is:

- • The name, age and address of the child or young person
- • The reasons you suspect the child or young person may have experienced or is at risk of experiencing harm
- • The immediate risk to the child or young person
- • Contact details. You may remain anonymous; however, it is preferable to provide these details so that the officer can call you if further information is needed.

If allegations may constitute child abuse by a person external to International Security Training Academy, the ISTA Chief Executive Officer will report the matter to the Police.

Consumer Rights

Consumer protection

The Australian Consumer Law provides for:

- National consumer protection and fair-trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

Contractual agreement

Students who enrol in a training program with International Security Training Academy should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, International Security Training Academy will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the perspective student to know what he / she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions, or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged students

Privacy Principles

Privacy Principles that are strictly applied to all aspects of International Security Training Academy's operations include:

Collection

International Security Training Academy will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected.

Use and disclosure

International Security Training Academy will ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student unless a prescribed exception applies.

Data quality

International Security Training Academy will take all reasonable measures to ensure that all students' personal information that is collected, used, or disclosed is accurate, current and complete.

Data security

International Security Training Academy will take all reasonable measures to ensure all collected students' personal information is protected from misuse, loss, or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

Openness

International Security Training Academy will maintain documentation which detail how students' personal information is collected, managed, and used. When a student makes an enquiry in relation to information collected, ISTA will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

Access and correction

International Security Training Academy will allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, ISTA will correct and update to file.

Unique identifiers

International Security Training Academy will not assign students unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

Anonymity

International Security Training Academy will provide students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so.

Trans-border data flows

International Security Training Academy privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information

International Security Training Academy will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a student's health, criminal record, racial or ethnic background.

Training / Course Overview

What courses can I study with International Security Training Academy?

International Security Training Academy always provides best practice in service and delivery. Currently International Security Training Academy can offer students the following accredited training:

CPP20218- Certificate II in Security Operations
CPP30619- Certificate III in Investigative Services
CPP31318- Certificate III in Security Operations
CPP40719- Certificate IV in Security Management
HLTAID009- Provide cardiopulmonary resuscitation
HLTAID011- Provide First Aid
HLTAID014- Provide Advanced First Aid
HLTAID015- Provide advanced resuscitation and oxygen therapy
SITHFAB021- Provide responsible service of alcohol

How is training delivered?

Training courses with International Security Training Academy are delivered via blended learning and face-to-face classroom training.

What are the prerequisites?

There are no pre-requisites in courses currently being delivered at ISTA. However, to enroll in CPP31318 a student must hold a current Security Officers license in the relevant jurisdiction.

What is expected prior to enrolling?

All students undertaking any course will need to complete a Pre-Training Review and a Literacy, Language and Numeracy (LLN) appraisal. This process may take around 30 – 60 minutes. The appraisal will be assessed by an authorised delegate and qualified trainers are informed to ensure any adjustments that are required for each individual are addressed.

What is Pre-Training Review?

If a student is undertaking a qualification including a Victorian funded program or course, then a Pre-Training Review will be required to be completed. This will take around half an hour to complete. The result from this review is to ensure the individual is undertaking the appropriate course.

How do I enrol?

Enrolment is initiated face to face at our sites or live online via zoom after completion of Pre-Training Review and LLN appraisal.

Currency of Training Products / Services Provided

Please consult our website www.ista.com.au for currency of information. Or go to: https://training.gov.au/Organisation/Details/3877

Fees

Please refer to our Statement of Fees at https://ista.com.au/statement-of-fees/. Our fees as of publication of this Student Handbook:

COURSE	Government Funded Concession Enrolment Fee	Government Funded Non-Concession Enrolment Fee	Maximum Fee Payable
CPP20218 Certificate II in Security Operations	$95	$475	$1195
CPP31318 Certificate III in Security Operations *Armed Guard and Cash in Transit*	$95	$475	$2195
CPP31318 Certificate III in Security Operations *Control Room Monitoring Centre Operator* (Delivered pending number of expressions of interest received)	$95	$475	$2195
CPP30619 Certificate III in Investigative Services (Delivered pending number of expressions of interest received)	$95	$475	$2195
CPP40719 Certificate IV in Security and Risk Management (Delivered pending number of expressions of interest received)	$95	$475	$2295

The student tuition fees as published are subject to change given individual circumstances at enrolment.

International Security Training Academy operates predominately as a 'fee for service' training business. This means all training programs attract fees. These fees are paid by and charged to the student, a government agency or the student's employer.

Information on our website identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees, and will be updated regularly.

All fees will be paid at or prior to the commencement of training unless prior arrangements are made with ISTA management.

Fee Structure

Total course fee

Each qualification, unit of competency or accredited course offered by International Security Training Academy has a specific course fee. The course fee is the maximum fee that may be charged to the student for his / her selected training program.

It is International Security Training Academy's policy that the course fee will be all-inclusive.

Inclusions:

- •   All tuition
- •   Support and coaching
- •   Specified textbooks
- •   Classrooms and facilities

Where additional resources normally associated with a program of study are required (for example, reference material, research documents, own computer) the student will be clearly advised of exactly what is required in the student study guide for that program.

For all tuition fees – please consult https://ista.com.au/statement-of-fees/ for current fee's applicable to your course.

Payment required in advance

A nominated payment from each student is required prior to the commencement of training.

Enrolment fee

Enrolment fee is not applicable. However, students are required to pay a minimum deposit of the course fee mentioned below.

- Full Fee Student (Note: Full Fee students are required to pay at least 50% deposit prior to the commencement of the course) •
- Government Funded (Note: Government funded students must pay 100% of the fee required.).

Students who wish to apply for credit transfer or recognition of prior learning are required to pay initial deposit mentioned in CT and RPL Fee sections.

Withdrawal fee

Withdrawal fee is not applicable.

IMPORTANT: All students being withdrawn from a Course, or a Unit of Competency are reminded that their enrolment in a Victorian government subsidised Program (or part thereof, and regardless of completion), will affect their future training options and eligibility for further Victorian government subsidised training.

Credit Transfer (CT) fee

For Credit Transfer, a non-refundable admin fee of $150 applies.

Additional charges may incur if classroom-based training is required, refer to the Credit Transfer Fees via following link:

- https://ista.com.au/statement-of-fees/

Recognition of Prior Learning (RPL) fee

For an RPL assessment, an initial fee of $350 applies, refer to the Recognition of Prior Learning via following link:

- https://ista.com.au/statement-of-fees/

Rescheduling Fees

Students are expected to attend all training sessions punctually, for the entire duration of their course in accordance with their course schedule and Training Plan.

If a student is unable to attend a training session, they must notify ISTA prior to the commencement of that training session. Please note that the student must contact ISTA within the time frame provided in the reschedule notices after receiving it to organise reschedule class/es.

Please note that ISTA reserves the right to withdraw student from a course if the student does not contact ISTA to organise reschedule class/es after receiving three reschedule notices followed by SMS/Call.

Acceptable reasons for non-attendance at training sessions include:

- Student or close family member illness supported by a doctor's certificate
- Death of a close member of the student's family

If a student misses a day of training, the student may not be able to attend the remaining part of the cluster with the same class. The student will be given a chance and is re-booked into next available course from the day the student is absent to complete the remaining part or the full cluster.

The student will be given a chance to reschedule the missed class/es at the end of the course, into the next available course.

If the student does not attend the rescheduled class/es, a $50.00 reschedule fee will be applied.

If the student again does not attend the rescheduled class/es, a further $50.00 fee will be applied.

If the student does not attend the third reschedule attempt, no further attempts will be made.

ISTA has the right to withdraw a student from the unit/s of competency if they fail to attend a rescheduled class.

Withdrawn students will be responsible to re-enrol and pay fees for the unit/s of competency they wish to complete. Credit Transfer fees and charges will apply, where applicable.

IMPORTANT:

All students being withdrawn from a Course, or a Unit of Competency are reminded that their enrolment in a Victorian government subsidised Program (or part thereof, and

regardless of completion), will affect their future training options and eligibility for further Victorian government subsidised training.

Rescheduling Fees for Firearms Courses

If the student is unsuccessful on the Firearms Practical Range Day/s - the student will be given an opportunity to reschedule the required Practical assessment in the next available course.

If further failed attempts occur, the student will be required to pay $150.00 per day for the Firearms re-shoot/s.

Non-attendance for either of the Firearms Practical Range Days will incur a $300.00 rescheduling fee.

Re-print certification fees

Where the student requests a new copy of his / her certification, the following fees apply:

- Statement of Attainment $35.00
- Qualification (with academic transcript) $35.00

Contact Us

- Phone: 1300 134 782
- Email: info@ista.edu.au

Receiving Payments

Fees paid in advance

To protect fees paid in advance, no more than $1,500 per each course will be collected from an individual student prior to commencement of training. Following course commencement, the student will be invoiced to pay the balance per each course.

Program payments

An International Security Training Academy receipt will be written and issued for all payments received. The Chief Executive Officer may authorise ISTA staff to write and issue receipts.

A deposit register is utilised to record deposits, pre-enrolment payments and course pre-payments.

Refunds

International Security Training Academy will protect fees paid in advance and has a fair and reasonable refund policy.

IMPORTANT:

- If a student cancels the course after commencement, students will forfeit all fees and deposits and liable to pay the remaining fee balance of the course (if any).
- Withdrawn students will not be eligible for any refunds and liable to pay the remaining fee balance of the course (if any) regardless of circumstance.
- All students being withdrawn from a Course of a Unit of Competency are reminded that their enrolment in a Victorian government subsidised Program (or part thereof), and regardless of completion), will affect their future training options and eligibility for further Victorian government subsidised training.

Records

International Security Training Academy has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity, and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by International Security Training Academy.

Record keeping Procedures

International Security Training Academy will:

- Retain student AQF documentation (Certificates and Statement of Attainment) for a period of thirty (30) years*
- Retain eligibility and participation documentation for (3) years using electronic means wherever possible

Records include:

- Student enrolments
- Staff profiles detailing qualifications and industry experience
- Fees paid and refunds given
- All documentation necessary to develop, implement and maintain International Security Training Academy's quality system

Documents pertaining to students are stored in secure, individual student files which are managed by ISTA staff. These include:

- Records of assessment results
- Records of qualifications obtained
- Copies of certificates and statements of attainment
- Records of enrolments and fees

Upon enrolment, student's details will be entered into the International Security Training Academy student management system. This process initiates the establishment of the student's individual file which is then used to record all future details pertaining to the client.

International Security Training Academy is committed to maintaining the accuracy, integrity, and currency of all student files, as well as ensuring appropriate security of all records to uphold confidentiality and protect student privacy.

Completed assessments

Assessment submitted by students will be retained for a minimum of three (3) years.

When in paper format, student's work will be filed according to the students' names. Individual student records will be stored in a lockable filing cabinet in a locked secure office area.

For ease of application and consistency, a similar filing process will be used for electronic files. The electronic records are stored utilising AVETMISS compliant software and are protected by password access.

Results of assessment records

Student assessment results will be recorded electronically within the International Security Training Academy student management system. This information may be used to provide annual competency completion reports and / or AVETMISS reports, as required.

Security

International Security Training Academy ensures further security of records by complying with the requirements:

- In ASQA's General directive: Retention requirements for completed student assessment item
- In the Skills First funding contract (for funded students)
- As per the Victoria Police Licencing and Regulation Division requirements for firearms assessments

The above includes requirements for storage including safeguards against unauthorised access, fire, flood, termites, or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. International Security Training Academy enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

Ceasing operation

If International Security Training Academy ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the regulator at the time of ceasing RTO operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

International Security Training Academy will ensure that any confidential information acquired by the business, individuals, or committees or organisations acting on its behalf is securely stored.

Access to Records

International Security Training Academy has implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary.

International Security Training Academy trainers and assessors will maintain accurate and current records of each student's progress and achievement of competencies in their study.

These records will be entered on the International Security Training Academy database system during training and assessment or immediately at the completion of training and assessment.

As students complete each competency, the trainer or assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed competencies.

All details of full or partially completed competencies will be recorded and stored on the student's file.

Upon completion of all relevant competencies within a qualification, the student will be entitled to receiving the full qualification. The certificate and academic record and / or statement of attainment will be produced and signed by ISTA management, trainer and / or assessor, and presented to the student.

Student Access to Records

Students have the right to request information about or have access to their own individual records. ISTA trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system.

Student records will not be provided to any third parties without a written consent from the student.

Privacy

International Security Training Academy considers student privacy to be of utmost importance and will practice a high standard of care and concern regarding maintaining student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of International Security Training Academy are made aware of the confidentiality procedures and privacy policies prior to commencing work with ISTA.

International Security Training Academy ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the Standards for Registered Training Organisations and the VET Funding Contract.

Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained.

Consent to disclosure of information forms and / or letters will be recorded.

Whenever International Security Training Academy Pty Ltd collects personal information about an individual, we take reasonable steps to notify the individual of the details of the information collection or otherwise to ensure the individual is aware of those matters.

We collect all the personal information, including sensitive personal information, you provide on the Enrolment Form at the date, time, and place that you sign the Enrolment Form and provide your Enrolment Form to an International Security Training Academy Pty Ltd representative.

We may also collect further personal information about you from a third party, including Australian Apprenticeship Centres, employers, Job Active Providers, schools, guardians, marketing agents, brokers, credit agencies and background check providers.

We are authorised to collect and disclose some of your personal information under the National VET Regulator Act 2011 – AVETMISS Data Collection, Higher Education Support Act 2006, the Education and Training Act 2006 and the Student Identifiers Act 2014.

If we do not collect your personal information as set out above, we may not be able to provide you with training services and/or provide you with the information you have requested in relation to training services.

We are required to disclose some or all your personal information to Commonwealth, State and/or Local Government bodies.

We are required to provide the Victorian Government, through the Department of Education and Training, with student and training activity data which may include information you provide in this enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines available at http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning including interaction between the Department and Student where appropriate. The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion), which may be relevant to the services provided to the student.

The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, and reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

You may be contacted and requested to participate in a National Centre for Vocational Education Research survey or a Department-endorsed project or audit, review, student survey, interview or other questionnaire. The Education and Training Reform Act 2006 requires us to collect and disclose your personal information for a number of purposes including the allocation to you of a Victorian Student Number (VSN) and updating your personal information on the Victorian Student Register.

If you consent to us applying for a Unique Student Identifier (USI) on your behalf, your personal information is collected by the Registrars as authorised by the Student Identifiers Act 2014. The personal information you provide in connection with an application for a USI is collected by the Student Identifier Registrar for the purposes of applying for, verifying, and giving a USI, resolving problems with a USI and creating authenticated VET transcripts.

The personal information you provide may be disclosed to Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for the purposes of administering and auditing VET, VET providers and VET programs, education related policy and research purposes and to assist in determining eligibility for training subsidies; VET Regulators to enable them to perform their VET regulatory functions; VET Admission Bodies for the purposes of administering VET and VET programs; current and former RTO's to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies; schools for the purposes of delivering VET courses to the individual and reporting on these courses; the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USI's and for the collection, preparation and auditing of national VET statistics; researchers for education and training related research purposes; any other person or agency that may be authorised or required by law to access the information; and any entity contractually engaged by the Student Identifier Registrar to assist in the performance of his or her functions in the administration of the USI system.

The personal information you provide will not be otherwise disclosed without your consent unless authorised or required by or under law. You can find further information on how the Registrar collects, uses and discloses the personal information about you at http://www.usi.gov.au/Training-Organisations/Pages/privacy-notice.aspx or by contacting the Registrar on usi@education.gov.au or telephone the Skilling Australia Information line on 13 38 73.

The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with. You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act 1988, including in relation to the misuse or interference of or unauthorised collection, use, access, modification, or disclosure of USIs.

We may also disclose some or all your personal information to a relevant third party who is associated with the training services provided to you, including third parties such as Australian Apprenticeship Centres, employers, Job Active Providers, schools, guardians, marketing agents, brokers, credit agencies, background check providers, placement providers, tuition assurance schemes and our HR, IT, compliance, and legal service providers. We do not disclose your personal information to overseas recipients.

Data Provision Requirements

Under the Data Provision Requirements 2020, International Security Training Academy Pty Ltd is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by International Security Training Academy Pty Ltd for statistical, regulatory and research purposes.

International Security Training Academy Pty Ltd may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;

- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring, and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent, or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Qualifications issued by another RTO

International Security Training Academy will recognise all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating a student's certification, ISTA will seek verification from the relevant RTO or ASQA before recognising the qualification or statement of attainment.

Procedure for Recognition of Qualifications

When a student presents an AQF qualification or statement of attainment or USI transcript to a trainer or staff member, a certified copy of the certificates, or USI transcript will be taken and submitted to International Security Training Academy. International Security Training Academy will verify the authenticity of the qualification or statement of attainment.

Once verification of the qualification or statement of attainment has been established, ISTA staff will inform the student and offer exemption from the relevant unit(s) of competency.

Credit Transfer

Credit transfer is granted based on the student's completed nationally recognised units of competency that are equivalent to the units the student plans to or is enrolled in a full qualification. Credit transfer is available to all students enrolling in any training program offered by International Security Training Academy.

Due to regulatory and/or licensing requirements, students may be required to complete additional classroom-based training that may attract additional course fees payable by the student.

Refer to Credit Transfer Fee via this link:

• https://ista.com.au/statement-of-fees/

Please note: As per ISTA policy, any qualification that has been superseded more than two times will not be accepted for Credit Transfer. Student must complete all the units of the current qualification to get the certificate.

Unique Student Identifier (USI) Number

From 1 January 2015, every new and continuing student undertaking nationally recognised training must have a USI number. Each record of nationally recognised training provided to the student is reported to the national centre for vocational education research (NCVER) and must have a USI number attached to the student's record.

Important Notice: ISTA will not issue Certificates to students with no USI unless an exemption applies under the Student Identifiers Act 2014. Students' results of training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript by the Register.

Training and Assessment

International Security Training Academy is committed to delivering high quality training and assessment services that exceed the expectations of their students. To ensure this, ISTA has implemented processes for data collection and analysis within its operations that will assist in the continuous improvement of training and assessment. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups.

To be able to deliver quality training services to students, International Security Training Academy has strategies for training and assessment that are developed with effective consultation with industry and stakeholders.

Principles of Training and Assessment

Training and assessment strategies developed by International Security Training Academy will adhere to the following principles:

- Training and assessment strategies are developed for each qualification / unit of competency that will be delivered and assessed
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors, and key stakeholders
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups
- Training and assessment strategies will be reviewed annually with members of the Security Training Association (STA) and/or with security industry technical experts.

Principles of assessment

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

Fair

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about, understands, and can participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

Flexible

To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency, and the student; and support continuous competency development.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on several occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results in consistent assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

Assessment Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on several occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

Current

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

Training Hours and Commitment

Victoria Police Licensing and Regulation Division specify the minimum timeframes for the delivery of security licensing programs.

Day classes will be scheduled from 8:30am to 5:00 pm Monday to Friday, with a 30-minute lunch break scheduled from 12:30pm to 1:00pm for each day of the training program.

Weekend classes will be scheduled from 8:30am to 5:00 pm Saturday and Sunday, with a 30-minute lunch break scheduled from 12:30pm to 1:00pm for each day of the training program.

Night classes will be scheduled from 6:00pm to 10:00pm Monday to Friday.

Public holidays and other events may alter the scheduling of classes; however, the scheduling will ensure that this program is always delivered as per requirements by the Victoria Police Licensing and Regulation Division.

The amount of training to be provided within our training programs is based upon a range of factors including:

- The existing skills, knowledge, and the experience of the learner;
- The mode of delivery as per the Victoria Police Licensing and Regulation Division requirements
- Employer expectations and requirements; and
- The recommended face-to-face training hours for licensing outcomes are specified by Victoria Police Licencing and Regulation Division.

The units of competency may contain significant overlay in required skills and knowledge. As an example, most units may cover:

- Legislation relevant to the security industry
- Communication skills
- Organisational procedures
- Occupational health and safety / Work health and safety
- Self-management

Due to the high level of common skills and knowledge across the various units of competency, there may be clustered or grouped units for delivery and assessment based upon the common skill and knowledge areas.

The sequencing of delivery and assessment for each cluster or group ensures progressive development of industry skills and knowledge, with most of the common knowledge and skills developed in early clusters enabling focus on specialist and advanced skills and knowledge in later delivery.

Assessment Methods and Expected Outcomes

Assessments comprise of theory assessments of the underpinning knowledge and practical assessments via role plays to observe and address skill requirements. Assessors

are provided with a model answers guide for all theoretical assessments as well as detailed marking criteria for each practical assessment scenario and role play.

The criteria for satisfactory performance during assessment are clearly outlined to all students prior to commencement of the assessment process. Assessment Workbooks include instructions and explains desired outcomes/skills and knowledge to be demonstrated by the student.

The specific assessment methods utilised for each Unit of Competency are identified below:

- Written work, assessment workbook questions, closed book exams
- Practical demonstration, case study, role play scenarios

Connecting Training and Assessment Strategies with the Workplace

To maximise the outcomes for students, International Security Training Academy ensures that every opportunity to connect training and assessment with the workplace is utilised. Opportunities will be developed in consultation with the relevant workplace personnel and responsibilities clearly communicated to all involved.

To identify a range of delivery and assessment methods that meet a variety of needs, an ongoing schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relative to the development of assessment strategies.

Students enrolled in a traineeship program will normally be working for an employer within the industry. In some circumstances employers may offer a contribution towards the cost of training and assessment, which is encouraged by International Security Training Academy.

ISTA will:

- Involve workplace personnel in planning workplace programs, where they are relevant to the training and assessment program
- Ensure that the training and assessment program makes full use of opportunities at the workplace
- Monitor each student's progress and the support provided to them by workplace personnel
- Consult with workplace personnel in the development of workplace training and assessment processes

- Inform workplace personnel of their training and assessment roles and responsibilities, and accept these responsibilities, where relevant to the training and assessment program
- Monitor support provided to each student by workplace personnel
- Monitor the student's progress

Information from workplace personnel is used to continuously improve training and assessment. Several programs that engage employers or other parties who contribute to each learner's training, assessment, and support services to meet their individual needs are available.

Assessment Policy

International Security Training Academy acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL) for each qualification and unit of competence, the Chief Executive Officer will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification, and unit of competence of accredited course
- Compliance to relevant regulatory and/or licensing requirements
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies, and the job environment
- Timely and appropriate feedback is given to students
- All students have access to re-assessment on appeal.

Training Guarantee

It is the intention of the Chief Executive Officer of International Security Training Academy that all students will receive the full training services always paid for, including but not limited to training and assessment, assessment only, recognition of prior learning or short courses.

The corporate structure, governance and financial management systems and processes guarantee the training for students enrolled with International Security Training Academy. Specifically, the integrity, business experience and training expertise of the Chief Executive Officer ensure continuity of training and completion of training is guaranteed for all students.

The continuous improvement and quality management practices employed by ISTA's Chief Executive Officer and staff are designed to proactively identify any anomaly that might cause a business interruption or training failure and address this situation before any students are affected.

In the extremely unlikely event of a business interruption or training failure, students' training is guaranteed by the financial management policy and procedure of International Security Training Academy. International Security Training Academy will issue relevant AQF documentation for the training completed and refund the remaining funds held.

Recognition of Prior Learning (RPL)

Recognition of prior learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience.

To grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current, and sufficient.

International Security Training Academy appreciates the value of workplace and industry experience and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

RPL Process

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual

has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a VET qualification.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant students. All students will have access to International Security Training Academy's RPL policy which is contained in the ISTA student handbook and is available on request.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competence for which they intend to attain, should apply for RPL at the time of enrolment. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged, and face-to-face training reduced.

As part of the International Security Training Academy enrolment policy, trainers will advise students of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification in some circumstances. Trainers will remind students of this option progressively throughout their time in training, to provide multiple opportunities for students to engage in the RPL process.

When approached by a student seeking RPL, trainers will:

- • Provide the student with copies of an RPL application form / kit
- • Provide the student with information about the types of evidence that can be used to support an RPL application
- • Assess the student's information and notify students of the outcome of the RPL process

It is expected that the student will still need to sit all the relevant exams pertaining to the RPL application scope – this is to ensure that their underpinning knowledge of the topic is still current and compliance to relevant regulatory and/or licensing requirements of the Victoria Police Licensing and Regulation Division.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit-by-unit basis based on the scheduled course fee.

Commitment to Customer Service

International Security Training Academy is committed to delivering high quality services that support students throughout their training and assessment. This commitment maintains a client focused operation that produces the best possible outcome for students. Students who undertake training with International Security Training Academy receive every opportunity to successfully complete their chosen training program.

ISTA takes a systematic approach to establish and recognises the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation, they will be referred to an appropriate service or an alternate training organisation

Client Service Focus

International Security Training Academy delivers specialised training and assessment services .

As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in. International Security Training Academy has in place a process and mechanism to provide all clients information about the training, assessment, and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

Services include:

    (a) Pre-enrolment materials;
    (b) Language, Literacy and Numeracy (LLN);
    (c) Training Plans that may be made flexible in scheduling and delivery of training and assessment;
    (d) Counselling services referrals to these services;
    (e) Information technology (IT) support;
    (f) Learning materials in alternative formats, for example, in large print; and
    (g) Learning and assessment programs customised to workplace requirement.

In summary, International Security Training Academy will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment, and training materials to meet the needs of a variety of individual students
- Consideration of each individuals needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format
- Information to assist students in planning their pathway to the security industry

Client Selection and Enrolment Procedure

Client selection

Enrolment and admission into some International Security Training Academy training programs is subject to a pre-training review to check if a prospective client meets certain prerequisite conditions and / or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. If a potential student does not meet the prerequisite conditions and / or entry requirements, ISTA staff will endeavour to assist them in understanding their options in regard to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or ISTA management.

Enrolment

The enrolment procedure commences after the client selection pre-training review and LLN assessment process. Enrolment applications will then be assessed to ensure that the student meets any prerequisites and / or entry requirements that have been set for the selected course. Students will be informed of successful enrolment and sent information on the course and their course induction.

Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact International Security Training Academy to discuss their training needs and alternative opportunities.

Please note:

- If a student does not commence a course within three (3) months from the date of enrolment, student will be required to go through the whole enrolment process again, unless the course is postponed by ISTA for any reason.
- If a student does not commence a course for which the student intends to enroll but commences it within three (3) months from the date of enrolment, only the currency of documents and IDs provided will be checked before the commencement of the course.

Pre-course letter (Admission letter)

As an additional support to enrolling students, International Security Training Academy will send a pre-course letter to the student prior to the commencement of training. Information includes the time, date and location of training, the resources the student should bring to the course and overview of the units of competency to be studied and the format / style of training to be provided.

Induction

On successful completion of the enrolment process, all students will undergo an induction program during the first day of classes including:

- Introduction to ISTA training staff
- Confirmation of the course being delivered
- The training and assessment procedures including method, format, and purpose of assessment
- Qualifications to be issued
- Student handbook provided

Access and Equity

International Security Training Academy is committed to practicing fairness and equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment,

imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category.

International Security Training Academy ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. ISTA will address access and equity matters as a nominated part of operational duties. If a student identifies with one (1) or more of the following priority groups, he / she may be able to receive additional assistance:

- Aboriginal and / or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability
- People with a disability
- Women and girls who are returning to education and training
- Women and girls who are seeking training opportunities in non-traditional roles
- Young people aged 15 to 25
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy, and numeracy needs
- Mature aged workers who require up skilling
- Long term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds
- People who speak a language other than English

International Security Training Academy has developed this student handbook to guide and inform all staff and students in their obligations regarding access and equity. This student handbook aims to inform our students of their rights to receive access and equity support and to request further information.

International Security Training Academy aims to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities.

If any student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to ISTA's management for consultation.

Language, Literacy and Numeracy Assistance

International Security Training Academy course information and learning materials contain written documentation and limited numerical calculations.

ISTA recognises that not all students will have the same level of ability in relation to reading, writing, and performing calculations. When an issue is identified by ISTA staff or requested by a student, a language, literacy, and numeracy test will be provided to assess the student's ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

International Security Training Academy will endeavour to provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of ISTA staff to assist, the student will be referred to an external support agency, so they have the opportunity to obtain the skills required to complete the training program.

A suggested list of LLN support services is found at the back of this handbook.

Student Support, Welfare and Guidance

International Security Training Academy will assist all students in their efforts to complete training programs by all methods available and reasonable.

Trainers are responsible for ensuring that all students are aware they can contact their trainer or other ISTA staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of International Security Training Academy to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact International Security Training Academy who will provide discreet, personalised, and confidential assistance as according to the nature of the difficulties.

In the event that a student's needs exceed the capacity of the support services International Security Training Academy can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. ISTA staff members will assist students to source appropriate support.

Flexible delivery and assessment procedures

International Security Training Academy recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is

experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of ISTA respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

ISTA staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. If a student's needs exceed the capacity of the support services International Security Training Academy can offer, they will be referred to an appropriate external agency.

Reasonable adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise, comparability of standards will be compromised.

Discipline

International Security Training Academy makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

Professional Behaviour

ISTA Management encourages any trainer or staff member who is dissatisfied with the behaviour or performance of a student has the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the International Security Training Academy complaint procedure.

ISTA staff are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and International Security Training Academy, and appropriate action will be taken.

Plagiarism

Definition

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work.

Policy

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to sanctions like expulsion. It is quite reasonable to research material while undertaking assessment. All sources, however, must be clearly referenced. International

Security Training Academy's Chief Executive Officer takes a very strict approach to plagiarism and proven incidents will not be tolerated.

Complaints and Appeals

International Security Training Academy has a complaints and appeals process that will ensure learners' complaints and appeals are addressed effectively and efficiently.

ISTA strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all students have access to rigorous, fair, and timely complaint and appeal processes which are outlined in this section of the policy and procedures document. Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.

Complaints Procedure

A complaints procedure is available to all persons wishing to make a complaint, appeal, or any other manner of objection in relation to the conduct of International Security Training Academy. The complaints procedure will address both formal and informal complaints.

Please refer to ISTA's Complaints and Appeals Policy and Procedures on http://ista.com.au/policies-procedures/

ISTA management will maintain a complaint register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaint's procedure will be reviewed as part of the International Security Training Academy continuous improvement procedure.

It is the responsibility of ISTA management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the complaint's procedure and supply of complaint forms.

If the student is still not satisfied with the resolution of the complaint after following and exhausting the complaints procedure, the student may contact external agencies listed in the Complaints and Appeals Policy and Procedures.

Appeals

The International Security Training Academy appeals process is concerned with a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the student.

If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:

- The notice of appeal should be in writing, addressed to International Security Training Academy for referral to the management team and submitted within twenty (20) business days of the occurrence of the issues or circumstances resulting to the complaint or appeal.
- The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of ISTA management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and supply of appeal forms.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

If the student is still not satisfied with the resolution of the complaint after following and exhausting the complaints procedure, the student may contact external agencies listed in the Complaints and Appeals Policy and Procedures.

Please refer to ISTA's Complaints and Appeals Policy and Procedures on http://ista.com.au/policies-procedures/

Suggested LLN Support Services

The Reading Writing Hotline

Phone: 1300 655 506

The Reading Writing Hotline (the hotline) provides a national service for adults seeking English language, literacy and numeracy information, advice, and support.

The hotline provides information on:

- adult reading, writing and numeracy classes held locally across Australia or via correspondence
- becoming a literacy volunteer
- adult language, literacy and numeracy teaching and learning resources
- Commonwealth-funded programs for Centrelink clients
- Commonwealth-funded English as a second language programs for migrants
- literacy and numeracy in the workplace for employers.

ADULT MIGRANT ENGLISH PROGRAM SERVICE PROVIDERS

Visit: https://immi.homeaffairs.gov.au/settling-in-australia/amep/find-a-class/providers-and-locations