



STUDENT HANDBOOK 2015

Revision 1.1

Contact Us

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Student Handbook

Welcome to Specialised Career Solutions

Thank you for choosing Specialised Career Solutions as your training provider, and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning. Good luck.

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

A handwritten signature in blue ink, appearing to read 'Richard', is positioned above the printed name.

Richard Franks

DIRECTOR

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SECTION 1 INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with Specialised Career Solutions.

Specialised Career Solutions

Thank you for considering training with Specialised Career Solutions.

Specialised Career Solutions is registered training organisation (RTO) registered with the Vet Regulator. Australian Skills Quality Authority (ASQA)

Specialised Career Solutions aims to deliver high quality, innovative and engaging training that is relevant to clients, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

Specialised Career Solutions has training locations in:

Address	Contact Details	Courses offered (Summary)
Head Office 1 st Floor Unit 7/20 Expo Court Ashmore Qld 4214	Richard Franks P: 1300 893 727 M: 0439 531 926 E: richard.franks@scs.edu.au	Diploma of Management and Leadership and Diploma of Buisness Work Place Health & Safety
Palm Beach (Qld) Level 2/1150 Gold Coast Hwy Palm Beach Qld 4221	Angela Amos (Admin) P: 1300 893 727 E: palmbeach@scs.edu.au	Security Aviation & Maritime Drug Test Technician Firearms Safety
Hillcrest (Qld) 18 Elliott Court Hillcrest Qld 4118	Jessica Just P: 1300 893 727 E: hillcrest@scs.edu.au	Security Aviation & Maritime Drug Test Technician Firearms Safety
Archerfield (Qld) QANTAS Drive	Wayne Condon P: 1300 893 727 E: aviation@scs.edu.au	Aerodrome Reporting Officer Courses
Redcliffe (Qld) 21 Redcliffe Parade Redcliffe Qld 4020	Sarah Hearnden P: 1300 893 727 E: redcliffe@scs.edu.au	Security Aviation & Maritime Drug Test Technician Firearms Safety
Proserpine (Qld) 1B Davy Avenue Proserpine Qld 4800	Gerrard Raiteri P: 1300 893 727 E: proserpine@scs.edu.au	Security Aviation & Maritime Drug Test Technician Firearms Safety

Mooloolaba (Qld) 151 Brisbane Road Mooloolaba Qld 4556	Alan Bull P: 1300 893 727 E: benchmark@scs.edu.au	Civil Construction
Elizabeth (SA) 14 Bayer Road Elizabeth SA 5112	Samantha Wilson P: 1300 893 727 E: elizabeth@scs.edu.au	Security Aviation & Maritime Drug Test Technician H6 Firearms
Hilton (SA) 294 South Road Hilton SA 5033	Michael Calloway P: 1300 893 727 E: hilton@scs.edu.au	Security Aviation Drug Test Technician H6 Firearms
Cairns 206 Spence Street Cairns Qld 4870	Sarah Tee (Admin) P: 1300 893 727 Cairns.fnq@scs.edu.au	Security Firearms
Victoria 6 Bennett Place Sunshine Vic 3020	Peter Kilfoyle P: 1300 893 727 vic@scs.edu.au	Security Firearms

Specialised Career Solutions offers a range of training products and services which includes the following: (This list is current at the time of printing however please refer to www.training.gov.au for the full list of Courses and qualifications offered by Specialised Career Solutions search for RTO No 32292) which includes the following: (Note a 2016 Price list will be issued separately)

Code	Title
AVI20613	Certificate II in Aviation Transport Protection (Passenger / Non Passenger Screener)
AVI20713	Certificate II in Aviation Transport Protection (Baggage Screener)
AVI30713	Certificate III in Aviation (Aerodrome Operations)
BSB30115	Certificate III in Business
BSB40215	Certificate IV in Business
BSB50215	Diploma of Business
BSB51915	Diploma of Leadership and Management
BSB50515	Diploma of Franchising
CPP10107	Certificate I in Security Operations
CPP20212	Certificate II in Security Operations
CPP30411	Certificate III in Security Operations
CPC30211	Certificate III in Carpentry
CPC30313	Certificate III in Concreting
CPC31211	Certificate III in Wall and Ceiling Lining
CPP40307	Certificate IV in Property Services (Real Estate)
CPC31311	Certificate III in all and Floor Tiling
RII20715	Certificate II in Civil Construction
RII30115	Certificate III in Surface Extraction Operations
RII30815	Certificate III in Civil Construction Plant Operations
RII30913	Certificate III in Civil Construction
HLTAID001	Provide cardiopulmonary resuscitation
HLTAID002	Provide basic emergency life support
HLTAID003	Provide first aid
HLTPAT005	Collect specimens for drugs of abuse testing
SITHFAB201	Provide responsible service of alcohol
30989QLD	Course in firearms safety (approved for firearms licensing in Queensland)

Training Programs (Non-Accredited)

DG	Dangerous Goods Awareness (Group E Employees)
RA	Radiation Awareness
LAGS	Liquids Aerosols and Gels

As an RTO, Specialised Career Solutions is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to clients follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

Service Commitment

Specialised Career Solutions is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centred approach;
- Foster relationships with our clients, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for clients;
- Produce competent and confident workers that benefit the community and industry.

Training Programs

Specialised Career Solutions delivers a range of training programs, both accredited and non-accredited, which we conduct as public courses or customised for clients and industry. Our holistic approach ensures clients' needs are met. Accredited programs have been approved by State and /or Commonwealth Government.

Recently Specialised Career Solutions have invested in the development of our E-Learning systems, E-Learning is an optional flexible approach for students, and allows students to study in their own time and pace.

Where courses lead to a licensing outcome Specialised Career Solutions will ensure your selected course meets the minimum requirements of the licensing requirements in the jurisdiction where training is provided, if you are applying for a license in another jurisdiction please advise the course administrator so we can ensure the courses is customised to meet your needs.

SECTION 2 CLIENT RIGHTS AND RESPONSIBILITIES

Specialised Career Solutions conducts training courses at various venues to suit client needs, course type, and learning styles. The following client etiquette guidelines will help foster a healthy learning environment for all clients.

Assessment

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

Assessment malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

Specialised Career Solutions regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Specialised Career Solutions has policies and procedures in place for dealing with assessment malpractice.

- **Cheating**
All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- **Collusion**
Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other clients do not have opportunity to copy your work.
- **Plagiarism**
Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs. You must follow referencing guidelines if you take another person's idea, and put it into your own words.

Attendance

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons.

Client attendance in class is paramount to successful completion of learning and assessment outcomes. Clients are expected to attend for all training sessions.

It is expected that clients arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences.

All classroom sessions are designed to provide clients the essential knowledge and skills required for relevant units of competency. It is expected however that clients will undertake additional reading and research.

If you are absent from class, it is your responsibility to catch up on any work missed.

If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or Specialised Career Solutions administration personnel. Other arrangements can be made, including self-paced learning or alternative training dates.

Where students complete E-Learning training sessions, participation in these sessions is recorded in our student management system

Punctuality

As a courtesy to other learners and the trainer/assessor, all clients must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other clients and the trainer/assessor.

Behaviour

Clients are expected to behave appropriately in a mature and professional manner at all times. All clients are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct includes -

- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault);
- Interfering with another person's property;
- Removing, damaging or mistreating Specialised Career Solutions property or equipment;
- Cheating/plagiarism;
- Interfering with another person's ability to learn through disruptions during training;
- Breach of confidentiality;
- Inappropriate language;
- Serious negligence, including WHS non-compliance;
- Discrimination, harassment, intimidation or victimisation;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other clients and the trainer/assessor is expected.

Specialised Career Solutions retains the right at all times to remove disruptive clients from the training environment.

- You will be expected to treat staff and fellow clients with respect and observe any client etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Breaks

Your trainer will advise of timing for all breaks. Typically, though the following break times have been allocated, however they may vary depending on the training centre you attend.

- **15 minutes'** duration for - Morning and afternoon tea breaks
- **30 minutes'** duration for - Lunch breaks

Change of personal details

Clients are required to ensure their personal details recorded with Specialised Career Solutions are up-to-date at all times. Should your circumstances or details change please update your records with our administration office. Or via the Returning Student portal available at www.scs.edu.au

Students are issued user names and passwords when enrolling, these can be reset if lost by either the student or our admin staff.

Disciplinary Processes

Specialised Career Solutions may implement client discipline processes should a client be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The client being asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the training room; or
- Expulsion from the Training course.

Dress & Hygiene Requirements

Clients are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments;
- Appropriate footwear must be worn at all times;
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is requested.

Duty of Care

Under Workplace Health and Safety legislation, clients have a duty of care to maintain a safe environment for both themselves and their fellow clients.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so Specialised Career Solutions can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by Specialised Career Solutions in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of Specialised Career Solutions;
- Ensure that you are not affected by the consumption of drugs or alcohol.

Evaluation and Feedback

Specialised Career Solutions values all feedback from clients as it assists us to continuously improve the products and services we offer. Clients are encouraged to provide us with feedback, both positive and constructive.

Specialised Career Solutions has developed some feedback forms for you to provide feedback.

Thank you in advance for your comments.

Learner Support services

Specialised Career Solutions understands that there may be times when personal issues may affect your ability to undertake your training. Specialised Career Solutions has identified a number of support services for clients who have special needs, or require additional support and assistance to undertake or complete their learning.

Mentoring & Guidance

Specialised Career Solutions can provide clients with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Funding Availability

Centrelink may be able to assist you in payment for your training. Payments are in many instances in accordance to asset tests and may also be determined based on the number of hours undertaken. These may include:

- Youth allowance
- Austudy payment
- Newstart allowance
- ABSTUDY
- CentrePay

Other programs include:

How do you access support?

Support is available from all employees of SCS, including Administration Staff, Trainers and Assessors, Managers and the CEO, support is available by Phone, in Person, Email at the student's request.

Language, Literacy Numeracy (LLN)

Students are required to complete the Language, Literacy and Numeracy Indicator Tool, prior to commencing this course, this is not a pass/fail test, this is an indicator and allows Specialised Career Solutions to identify any support requirements you may require to assist you complete the course.

The LLN indicator tool has been developed to evaluate your skills in

- Reading,
- Writing,
- Learning,
- Oral Communication, and
- Numeracy.

These are the 5 core skills that make up the Australian Core Skills Framework (ACSF). These skills have been identified as the basic skills that a person needs in the community, classroom and workplace.:

Reading Writing Hotline

The reading writing hotline can provide further information

- <http://www.readingwritinghotline.edu.au/> Phone 1300 655 506

Learning Materials

Clients receive access to electronic ELearning materials as part of the course fee. There will also be a link so you can download an EBook (For retention) free of charge. Should you require hard copy (printed editions) of learning materials a fee will be charged as per current price list available at our website www.scs.edu.au.

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing participant;
- Work with fellow learners;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the Assessor;
- Keep track of your progress;
- Complete and submit all assessment on time, tasks using clear and concise language;
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

Mobile Phones

All phones must be turned off during training, as a courtesy to the Trainer/assessor and other clients. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

Security

Do not leave mobile phones, computers, handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. Specialised Career Solutions accepts no responsibility for any belongings which may be stolen or go missing.

Electronic Signatures

Specialised Career Solutions systems, (including but not limited to) Enrolment Applications, Assessments, Acceptance of Terms and Conditions, Receipts, Credit Card Purchases / Payments may be electronic, for example an enrolment application form may have a tick box you are required to tick to acknowledge that all the information you have provided is true and correct, where you place a tick this is to be considered your electronic signature and is evidence you have agreed to the terms and conditions contained therein.

Acceptance of Risk

Specialised Career Solutions will conduct induction sessions on any known risks associated with the delivery of any training programs, as a student attending a training program you are required to follow all reasonable instructions from SCS staff, including but not limited to:

1. Do not lean back on chairs, or rock to and fro as this can make chairs unsafe to yourself and others
2. If the chair is not suitable to your needs, advise a SCS staff member before sitting down. (For example does the chair have a weight limit)
3. Do not smoke in any SCS building or within 5 metres of any entrance.
4. Wash your hands for 20 seconds with warm soapy water after each bathroom visit
5. Do not attend any class under the influence of drugs and/or alcohol
6. Wear a face mask (we have these available at reception) if you are suffering from any colds or flu and are at risk of infecting others
7. Consenting to a drug and/or alcohol test at any time SCS staff member requests this, (this is for your safety and the safety of others attending courses)
 - a. SCS Staff may conduct random tests
 - b. SCS may conduct tests based upon information received
 - c. SCS may conduct tests based upon their own observations
 - d. SCS staff will NOT conduct tests based upon a person's race, ethnicity or gender, culture or religion
 - e. SCS will only conduct tests where the SCS staff member believes there is a risk to health and safety of SCS staff members, the person themselves or others, for example if the person subject to the test is required (during the course) to:
 - i. Operate equipment such as motor vehicles, firearms, batons, handcuffs
 - ii. Participate in activities where physical contact with other students or SCS staff is required, such as defensive tactics training, first aid courses, role plays.
8. Not placing electronic equipment such as phone chargers into electrical outlets without permission. (Training centres will have electrical outlets designated for student's use)
9. Using all resources in accordance with the instructions provided, for example do not place parts of your body into any X-ray machines provided for use during aviation courses
10. Wearing any Personal Protective Equipment provided as part of the course, for example eye and ear protection for attendance on firearms courses.

By attending this course the student acknowledges they have been made aware of all known risks and will follow all reasonable instructions provided by SCS staff.

Respect

Specialised Career Solutions aim to provide a learning environment where all parties can enjoy their learning experience. This means that we must respect each person's role in the learning pathway, their rights to experience an enjoyable learning experience customised to their needs.

Respect others cultures, rights and beliefs and we will all enjoy the learning experience.

Use of Computers

Specialised Career Solutions provide computers (desk tops, Lap Tops, Tablets) for use by students where required.

These may be issued to you or in the case of a desk top computer fixed to a location, where they are issued to you, you may be issued with a computer, mouse, keyboard etc., you will be asked to sign for these, on acceptance and return, you will be invoiced for any goods NOT returned or returned in an unusable condition other than fair use and wear.

By accepting the use of SCS computers you agree:

1. To only use the computers as required to attend the course
2. Immediately advise an SCS staff member if any appropriate information is visible on the computer (i.e. Porn)
3. Not access personal email or social media sites from the computer
4. To return it upon completion of the course.

For those persons who have not used computers previously, or have had limited experience, SCS staff members will provide training, support and assistance to help you during the course.

Choosing an appropriate pathway (Inclusive learning practices)

Specialised Career Solutions will help learners choose an appropriate learning pathway, not all learners learn the same way, so please discuss your learning requirements with our administration staff whilst we are developing your training plan.

Some VET learners need support to build the underpinning skills that enable them to develop the specific skills described in qualifications with vocational outcomes. These learners may need to first complete a Certificate I or II course or they may require additional support such as extra delivery hours, an extended completion time, completion of extra modules or units of competency.

Other learners are limited by their geographical situation and/or personal circumstances and are unable to participate in the 'standard' way.

Learners need flexible options, advice, and guidance on the best pathway towards their vocational outcome.

When planning training offerings, Specialise Career Solutions consider pathways that will allow a diverse range of learners to access the training.

Specialised Career Solutions incorporate inclusive learning practices as a core business element will provide information and guidance on course requirements and outcomes prior to enrolment, to support student participation and learning outcomes.

Completion of Surveys

Specialised Career Solutions will undertake several surveys throughout the year and it is a requirement that you complete these.

Surveys will be generated by our student management system and can be completed electronically, we will not retain your individual responses the only information retained by SCS is that you completed or failed to complete the survey.

Availability of courses

Specialised Career Solutions training centres are required to comply with the standards for registered training organisations 2015, these include the provision of both physical and human resources for each training program delivered.

This means that not every training centre offers every course or program please confirm availability of courses at your selected locations.

COURSE INFORMATION

Accredited Training Programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au.

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organizing
- Self-management
- Learning
- Technology.

These employability skills will be part of the assessment requirements of a nationally accredited course.

Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all clients regardless of where they are, or the mode of training delivery provided. You could be a full time client in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements;
- Performance criteria;
- Required knowledge and skills;
- A range of variables;
- Critical aspects of evidence;
- Any pre or co requisites (if applicable).

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks /activities may be involved including, but not limited to:

- Observation of performance;
- Assignments;
- Written activities;
- written / oral questioning;
- oral presentations;
- workplace performance
- projects
- case studies;
- role plays/ simulations;
- demonstration of skills;
- online assessments;
- portfolio of evidence.

Certification will only be given to clients who successfully complete all assessment requirements for a course.

Specialised Career Solutions is required to meet stringent quality requirements in the conduct of all assessments.

The Specialised Career Solutions has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to clients.

Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

Valid	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance; • Assessment of knowledge and skills is integrated with their practical application; • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
Reliable	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>
Flexible	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • Reflecting the learner’s needs; • Assessing competencies held by the Learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Fair	<p>The individual learner’s needs are considered in the assessment process.</p> <p>Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner’s needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary</p>

Rules of Evidence and Assessment

Specialised Career Solutions is required to ensure that all evidence provided by clients, as proof of their competency, meets the following “rules of evidence”.

Valid	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.
Authentic	The assessor is assured that the evidence presented for assessment is the learner’s own work.
Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to clients, and are outlined within learner / assessment resources.

Some courses require assessment to be completed after the course, as workplace performance is essential in competency based learning.

Presentation of Assessments/ Assignments

- Assessments are completed electronically on our student portal, at www.scs.edu.au you will be provided a user name and password and instructions at orientation.
- If you are required (or request) to submit paper based assessments these should be typed.
- Handwritten assessments are accepted; however, handwriting must be clear and easy to read.
- If you are emailing an assignment, it must be received by the due date. Specialised Career Solutions does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission, and if emailing request, a read receipt.**
- All assignments are registered as they are received.
- We endeavour to assess all assessments within 10 working days of receipt.
- Clients are entitled to resubmit assessments. If the re-submissions are still deemed NYC, clients may be offered the opportunity to re-submit at a fee.

Assessment results

Clients have access to their own learning account which will indicate assessments undertaken and the units of competency that the individual has attained.

Results of assessment are provided to clients as soon as is practical. These results are available through your client login account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the client is received in advance.

Reasonable adjustments

Clients with disabilities are encouraged to discuss with Specialised Career Solutions any ‘reasonable adjustments’ to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for the Specialised Career Solutions to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

Certificates

Types of Certification

In general, four types of certificates are issued by Specialised Career Solutions. Certificates can only be awarded by Specialised Career Solutions in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the client has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a client is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.
- **Certificate of Attendance** – for non-nationally recognised training. Issued when a client attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the client must have a satisfactory attendance rate.

Certificates will be available from your client login account. The onus is on the client to ensure their details are correct.

Certificates will not be sent to other parties, without the expressed prior written permission from the client. Duplicate or replacement copies of certificates are available from your client login account free of charge.

Course Delivery

Specialised Career Solutions ensures the following resources are in place:

- Trainer/assessors and Assessors with appropriate qualifications, and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by Specialised Career Solutions meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the client. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- Practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training
- case studies

Flexible Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the client. This means that the client has greater control over what, when and how they learn.

Specialised Career Solutions offers various forms of delivery to accommodate the varying needs of clients. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace –based, correspondence, on-line, Recognition of Prior Learning (RPL) or a combination of these.

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which the Specialised Career Solutions must abide.

Specialised Career Solutions makes appropriate concessions for language, literacy and numeracy issues of clients where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all clients on appropriate actions if there is a need to update literacy and numeracy skills. Specialised Career Solutions can assist in providing this additional development prior to completing your enrolment into vocational skills.

Recognition

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);
- Recognition of current competency (RCC);
- Credit transfer (CT); and
- Mutual Recognition (MR).

All clients have the opportunity to apply for recognition. This means that you can submit evidence for Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

Specialised Career Solutions believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Specialised Career Solutions aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Clients who consider they already possess the competencies identified in all or part of any course/qualification offered by Specialised Career Solutions may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard, you need to contact our Administration on 1300 893 727 who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a client through:

- previous formal training
- work experience, and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the client is entitled in relation to a course/qualification. The focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the client to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any Regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

Specialised Career Solutions is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt. However, if you are deemed NYC in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

For further information on Recognition, please see Specialised Career Solutions Recognition policy.

Credit Transfer

Specialised Career Solutions recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to Credit Transfer. Credit Transfer is applicable when a Statement of Attainment or qualification provided by a client has the same national competency codes as those that form part of the training and assessment program within which the client is enrolled or is intending to enrol. Clients are required to formally apply for Credit Transfer. With Credit Transfer clients are not required to undertake learning in the unit/s again, the client is exempt.

Special Needs

Clients intending to enrol for training with the Specialised Career Solutions are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc.) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Clients with disabilities or impairments are encouraged to discuss with the Director any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The Director, in collaboration with the client, will assess the potential for the client to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the client's learning.

Trainer and Assessors

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

SECTION 3 POLICIES

Access and Equity

Specialised Career Solutions is committed to promoting, encouraging and valuing equity and diversity with respect to its clients and to providing them with a positive learning environment to achieve success. Specialised Career Solutions will ensure services offered are provided in a fair and equitable manner to all clients, free from bias.

Specialised Career Solutions abides by equal opportunity principles, providing access to the benefits of training and assessment to all clients regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All clients have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, see Specialised Career Solutions Access & Equity Policy.

Appeals

Specialised Career Solutions ensures that clients have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Clients have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appeals policy is publicly available, via Specialised Career Solutions website.
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the client.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- Specialised Career Solutions may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal will take in excess of 60 calendar days to finalise Specialised Career Solutions will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- Specialised Career Solutions strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.

- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Plan.
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

Appeal Outcomes

Appeal outcomes may include:

- a) Appeal is upheld; in this event the following options will be available:
 - i. The original assessment will be re-assessed, potentially by another assessor.
 - ii. Appropriate recognition will be granted.
 - iii. A new assessment shall be conducted/arranged.
- b) Appeal is rejected/ not upheld; in accordance with Specialised Career Solutions assessment policy the client will be required to:
 - i. undertake further training or experience prior to further assessment; or
 - ii. re-submit further evidence; or
 - iii. submit/undertake a new assessment

For further information, see Specialised Career Solutions Appeals Policy.

Client Enrolment

To enrol in a training program simply do so via our website or contact the Administration Office on 1300 893 727 and we will send out an enrolment form and the information flyer about the course. Simply complete an Enrolment form and send to us, either by email or post.

Enrolments must be received no later than 24 hours prior to the course commencement. Enrolment forms should be returned with payment. Enrolments will be considered tentative until payment has been received.

Once we receive your enrolment an interview will be scheduled. At this interview you will do the following:

- Discuss the course in detail
- Discuss undertaking a training program
- Establish whether you are eligible for government funding (if available)
- Confirm the fees you will have to pay
- Complete a language literacy numeracy test to determine your learning needs
- Be informed about the requirements of a police/working with children check or other licences
- Confirm the date of the mandatory orientation session
- Advise you of location of training including dates and times of training.

Tentative Enrolments

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Specialised Career Solutions will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

Enrolment Confirmation

All clients receive a letter/email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.

Client Induction

Induction for all new clients includes the provision of this manual. All clients must complete and return the *Induction Checklist*, which can be found in *Appendix 1*. Or acknowledge this by ticking the relevant box on our online registration form.

Client Selection

Specialised Career Solutions conducts recruitment of clients at all times in an ethical, fair and responsible manner using various methods.

Specialised Career Solutions is committed to ensuring that all client selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

Client enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, given room capacity, type of course, learning structures, client needs etc.

If a training program is fully booked at the time the client enquires about enrolment into that particular training program they will either be placed on a “reserve” list or offered a place on a date where there are vacancies. Clients on a “reserve” list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis. Clients must have the appropriate level of language, numeracy and literacy.

Specialised Career Solutions shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

Client Records

Specialised Career Solutions maintains an individual client file for every client who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, your file is maintained electronically in our student management system. Only those Specialised Career Solutions personnel who need to have access to your file for training and assessment purposes can access it.

No other person/client can and will have access to your personal client file without your prior written permission.

If you would like access to your personal records simply contact DIRECTOR.

Complaints

Specialised Career Solutions has a fair and equitable process for dealing with client complaints.

All clients have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the Director Specialised Career Solutions or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise Specialised Career Solutions will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the client to the trainer /assessor/DIRECTOR. As appropriate.

Complaints can be made by any method the complainant feels comfortable with: including

- The client completes a Complaints Form to commence the process.
- Email complaints@scs.edu.au, or
- Contact Richard Franks (Director) as follows
 - Mobile 0439 531 926
 - Email richard.franks@scs.edu.au

For further information, see Specialised Career Solutions Complaints Policy.

Course Fees

Specialised Career Solutions has developed a fair and equitable process for determining course fees, refunds and payment options. These are contained in this handbook. Course Fees are on Page 39.

Payment options

Specialised Career Solutions accepts various methods of payment for course fees. Payment for courses can be made in the form of cash, Visa card, MasterCard, Direct Deposit. All advertised prices include credit card surcharges and / or fees.

Course fees (no greater than \$1500) are payable in advance and enrolments are considered tentative until payment is received. Clients will be provided details of the prices and payment options at orientation.

Where course fees are greater than \$1500, the student will pay \$1500 prior to enrolment and the balance as agreed upon in the Training Fact Sheet/Summary.

Interest Free Student Loans

Specialised Career Solutions have a business relationship with a finance company and you can apply for a student loan via the portal on our Website. Please read all the terms and conditions and be aware that once to are approved the Finance company pay Specialised Career Solutions the full amount of the loan, and once paid is NON REFUNDABLE. The loan contract is between you and the finance provider NOT Specialised Career Solutions or its agents, employees or franchisees. There is a minimum spend of \$1500 to obtain an interest free student loan.

Cancellation & Transfers

Enrolment cancellation / withdrawal / deferral / amendment

Clients who wish to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal Amend form.

Client Transfers

- a) **Transfer to another "Course date"** – Clients are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
- b) **Transfer to another "Course"** – Should a client wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.
- c) **Transfer to another "Delivery mode"** – Should a client, enrolled in a course, wish to transfer to another "delivery mode" for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. An administration fee may be applicable for all transfers to another course delivery mode. The transfer is subject to course availability. Should a student wish to transfer to another delivery mode and does not provide written notice at least one week in advance, the student forfeits the full course fee.
- d) **Transfer to another "Client"** – Not permitted

RTO Cancellation of courses

Specialised Career Solutions reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Clients already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a client for the course will be made within

seven (7) days. Specialised Career Solutions has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by Specialised Career Solutions.

Equal Opportunity

Specialised Career Solutions is committed to equal opportunity policies and principles, as they affect clients and employees to ensure the elimination of discrimination and harassment.

Rights and Responsibilities

Specialised Career Solutions has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and clients.

Specialised Career Solutions is committed to providing an environment which recognises and respects the diversity of employees, contractors and clients. Specialised Career Solutions is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and clients to work and study in a safe and healthy environment free from such behaviour.

Specialised Career Solutions will:

- Ensure that employees, contractors and clients understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and clients have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or client feels harassed, vilified or bullied, the employee, contractor or client is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or client feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the DIRECTOR should be contacted.

As a client of Specialised Career Solutions, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, clients and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimization;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Harassment, Vilification and Bullying

All employees, contractors and clients have an equal opportunity to work and study. Specialised Career Solutions will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and clients to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and clients.

Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.
- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and clients.

Sexual harassment

Specialised Career Solutions will not tolerate sexual harassment in the learning or work environment.

The Specialised Career Solutions deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and clients have the right to work and study in an environment free from sexual harassment.

Forms of sexual harassment

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

Privacy

Specialised Career Solutions abides by the Privacy Act and respects clients, staff and trainer/assessors' right to privacy.

As a RTO, Specialised Career Solutions is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from clients in secure client records. All staff must be scrupulous in using client information only for the purposes for which it was gathered. All clients have access to their own records at all times.

Specialised Career Solutions collects information from clients upon initial enquiry in order to send course information, and is collected at enrolment and during the provision of the training and assessment services. The Specialised Career Solutions may use personal information to advise clients of upcoming events and training course, for marketing and research purposes. In addition feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

Specialised Career Solutions will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see Specialised Career Solutions Privacy Policy.

Refund Policy

Payment of all refunds, to clients who are entitled to a refund, are in accordance with the following refund policy.

Specialised Career Solutions will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.

- a) Payment of all refunds is made within one week (seven days) of application for refund.
- b) With regard to all withdrawals, Specialised Career Solutions will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- c) Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- d) There is no refund applicable where a client has commenced their course/unit.
- e) There is no refund to participants who do not obtain their qualification after assessment.
- f) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- g) Specialised Career Solutions does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- h) Specialised Career Solutions provides a full refund to all clients, should there be a need for Specialised Career Solutions to cancel a course. In the first instance Specialised Career Solutions will (where possible) provide an opportunity for the client to attend another scheduled course.
- i) If Specialised Career Solutions cancels a course, clients do not have to apply for a refund, Specialised Career Solutions will process the refunds automatically.
- j) Refunds for cancellation of enrolments in individual courses are granted on a sliding scale:.

Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, seven (7) calendar days or more prior to the course commencement	100% of the course fee (paid by the client) In excess of the non-refundable deposit
Client withdraws	In writing, less than 24 hours prior to course commencement.	100% of the course fee (paid by the client) In excess of the non-refundable deposit
Client withdraws	After course commencement.	Nil Refund
Client withdrawn from the course by Specialised Career Solutions	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by Specialised Career Solutions	As soon as practicable	100% of the course fee (paid by the client)

Clients will receive full information on course refund policies at orientation.

Refunds for Student Contribution Fees (Certificate 3 Guarantee Program)

Refunds for enrolments in individual classroom (Funded under the Queensland Certificate 3 Guarantee Program) based courses will be calculated in accordance with the following sliding scale.

Reason for Refund	Notification requirements	Fee \$\$
Client withdraws	In writing, six (6) calendar days or less prior to the course commencement	Nil Refund
Client withdraws	In writing, seven (7) calendar days or more prior to the course commencement	Full Refund

Commencement dates

- ** Please note commencement for correspondence / flexible delivery courses is the date that the training materials were provided to the client.
- Commencement for online clients is the date that online access is provided to an individual client for a particular course.
- Commencement date for a classroom based learning mode is the first day of the course.

Workplace Health and Safety (WHS)

Specialised Career Solutions is committed to providing a safe and healthy learning and work environment. The safety of our clients and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

Specialised Career Solutions encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Specialised Career Solutions recognises its responsibility under the Workplace Health and Safety and related regulations. The DIRECTOR has responsibility for ensuring the health and safety of staff, clients, contractors and visitors. This includes :

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to clients, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

Duty of Care

Specialised Career Solutions is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, clients, and contractors. Specific responsibilities are shown below.

Specialised Career Solutions Management:

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to Specialised Career Solutions Continuous Improvement processes
- Are responsible for ensuring that an WHS management system is implemented.

Staff, contractors, clients and visitors:

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant Specialised Career Solutions WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the DIRECTOR.

Accidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.

Specialised Career Solutions will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence.

Specialised Career Solutions is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Clients and employees are expected to take care to prevent work-related injuries to themselves and to others.

Investigating incidents and accidents

The DIRECTOR is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the DIRECTOR will immediately undertake an investigation.

The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the DIRECTOR.
- Once action is approved, communicates outcomes and planned actions.

SECTION 4 CERTIFICATE 3 GUARANTEE PROGRAM

The purpose of this section is to inform students about the program prior to enrolment so that students can make an informed decision about their training

The Program

The Certificate 3 Guarantee Program is funded by the Queensland Government Department of Education and Training.

Complete information is available from their website: www.training.qld.gov.au

Who is eligible to receive training?

To be eligible to enrol in the Certificate 3 Guarantee, prospective students must:

- be aged 15 years or above and no longer at school (with the exception of VET in School (VETiS) students — see the VETiS fact sheet for more information)
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.

Queensland Year 12 graduates

To support Queensland's Year 12 graduates to successfully transition to employment, the government is offering fee-free training in high priority qualifications under the Certificate 3 Guarantee.

To be eligible for fee-free training, the student must meet the above Certificate 3 Guarantee eligibility criteria and:

- have evidence of completing Year 12 in Queensland, for example hold a Queensland Curriculum and Assessment Authority issued Senior Statement or equivalent certification
- enrol in a high priority qualification under the program with a PQS
- commence training within 12 months of graduating Year 12 (i.e. by the end of the calendar year after completing Year 12).

For high priority qualifications funded for Year 12 graduates, see the Queensland Training Subsidies List.

Other priority students

The Queensland Government may operate other cohort-specific programs or initiatives where participants access their training through the Certificate 3 Guarantee.

These initiatives include:

1. VETiS
2. Skilling Queenslanders for Work
3. Community learning (continuing students only)
4. Indigenous VET Partnerships (inclusive of continuing students under the 2014–15 Indigenous Training Strategy)
5. Strategic Industry Initiatives (inclusive of continuing students under the 2014–15 Industry Partnerships Strategy).

PQS must ensure these students are accessing Certificate 3 Guarantee funding in accordance with the rules and any exemptions prescribed in the relevant initiative's guidelines.

Co-Contribution Fees

A contribution to the cost of training and assessment services — called a co-contribution fee — must be made by students undertaking a certificate III level vocational qualification and non-concessional students undertaking certificate I and/or II level vocational qualifications.

The fee may be paid on behalf of the student by a third party, but cannot be paid or waived by Specialised Career Solutions. The fees must be paid prior to the course commencing. (The Co-Contribution Fees are :)

Before 1st February 2016

Qualification	Co-Contribution (Per Unit)		No of Units	Total Fee	
	Concessional	Non Concessional		Concessional	Non Concessional
CPP30411 Certificate III in Security Operations	\$3.21428571	\$10.3571429	14	\$45	\$145

After 1st February 2016

Qualification – CPP30411 Certificate III in Security Operations

This group of courses is for those persons who do not possess a Security Industry Licence in Queensland; the course streams are packaged to meet licensing requirements.

Stream	Co-Contribution (Per Unit)		No of Units	Total Fee	
	Concessional	Non Concessional		Concessional	Non Concessional
Security Officer Unarmed	\$3	\$10	14	\$42	\$140
Security Officer Unarmed, Crowd Controller and Bodyguard	\$3.50	\$10.50	14	\$49	\$147

Qualification – CPP30411 Certificate III in Security Operations

This group of courses is for those persons who already possess a Security Industry Licence endorsed for Security Officer Unarmed, Crowd Control and Bodyguard in Queensland; and DO NOT already hold a Certificate III in Security Operations, the course streams are packaged to meet additional licensing categories,

Stream	Co-Contribution (Per Unit)		No of Units	Total Fee	
	Concessional	Non Concessional		Concessional	Non Concessional
Cash in Transit (CIT)	\$25	\$28	14	\$350	\$392
Firearms (& CIT)	\$46	\$53.50	14	\$644	\$749
Dog Handler	\$25	\$28	14	\$350	\$392
Monitoring / Control Room	\$25	\$28	14	\$350	\$392

Qualification – BSB30115 Certificate III in Business

Details	Co-Contribution (Per Unit)		No of Units	Total Fee	
	Concessional	Non Concessional		Concessional	Non Concessional
This qualification includes 1 core unit and 11 Electives	\$3	\$10	12	\$36	\$120

Qualification – CPC30313 Certificate III in Concreting

Details	Co-Contribution (Per Unit)		No of Units	Total Fee	
	Concessional	Non Concessional		Concessional	Non Concessional
This qualification includes 14 core units and 6 Electives	\$1.50	\$2.00	20	\$30	\$40

The only exceptions to the fee condition are:

- Skilling Queenslanders for Work (SQW) participants — this training is provided fee-free to students with any additional costs met through SQW funding
- Queensland Year 12 graduates undertaking high priority qualifications — this training is provided fee-free to students
- VETiS students — this training is provided fee-free to students with any additional costs met by the school
- Foundation skills — this training can be provided fee-free to students, as determined by the PQS
- Lower-level vocational qualifications for concessional students — this training can be provided fee-free to students, as determined by the PQS.

Training Fact Sheet

Individuals need access to a range of information to ensure they make an informed choice about a subsidised training place under the Certificate 3 Guarantee Program.

Prior to enrolling or commencing in a course funded by the Queensland Government Department of Education and Training under the Certificate 3 Guarantee Program Specialised Career Solutions advise students to familiarise themselves with the following:

√	Details (Self check – Keep for your records)
	I have been made aware that I will no longer be eligible for a government subsidised training place under the Certificate 3 Guarantee once I complete a certificate III level vocational qualification, (This qualification)
	I have been made aware of the co-contribution fees payable (on pages 35 & 36 of the Student handbook) for each unit of competency and that these fees are payable PRIOR to commencing the course.
	I have been made aware of the refund policy of Specialised Career Solutions (on pages 30 & 31 of the Student Handbook)
	I have been provided a link to the Department of Education and training Certificate 3 Guarantee Program Fact Sheet, I have downloaded and read this document, available from http://www.training.qld.gov.au/resources/training-organisations/pdf/c3g-factsheet-student.pdf
	I have been provided a breakdown of all costs including how and when fees will be charged and collected at the unit of competency level
	I have been provided training timelines, delivery mode, delivery location and vocational or work placement when this is a mandatory component of the qualification under the training package, these are contained in the training plan
	I have been provided information on the support services available to assist students to complete training
	I have been advised that it is a requirement to complete a student training and employment survey within three months of completing or discontinuing the qualification (see the student training and employment survey fact sheet and PQS Policy, performance standard 5 for more information).
	I have been advised I can more information on the Certificate 3 Guarantee, from the Department of Education and training phone 1300 369 935 or visit the website at www.training.qld.gov.au/certificate3guarantee .

I understand that by electronically enrolling in the course, via the website of Specialised career Solutions that by accepting the terms and conditions by placing a tick in the box, I am agreeing that I have been provided all the above information.

SECTION 5 2016 COURSE PACKAGING GUIDELINES AND PRICE LIST

E-Learning & Face 2 Face - Courses – Security Licensing Units

Course Code	Course / Unit Code	Price	Comments	Face 2 Face Attendance	Flexible Attendance
CPP10107	Certificate I in Security Operations	\$350	(including RSA, Must have completed Cert II or III)	4 Hours	N/A
CPP20212	Certificate II in Security Operations	\$750	(Unarmed)	10	5
CPP20212	Certificate II in Security Operations	\$850	(Unarmed & Crowd Control)	10	5
CPP20212	Certificate II in Security Operations	\$995	(Unarmed , Crowd Control & Bodyguard)	10	5
CPP30411	Certificate III in Security Operations	\$850	(Unarmed)	10	5
CPP30411	Certificate III in Security Operations	\$950	(Unarmed & Crowd Control)	10	5
CPP30411	Certificate III in Security Operations	\$1095	(Unarmed, Crowd Control & Bodyguard)	10	5
CPP10101 CPP20212 CPP30411	Certificate I in Security Operations Certificate II in Security Operations Certificate III in Security Operations	\$1595	(Unarmed & Crowd Control & Bodyguard) <u>Marketed as “Accelerate 1 – 2 – 3 Program”</u>	10	5
CPPSEC3002A	Manage conflict through negotiation	\$125	Crowd Control Refresher	1	1
CPPSEC3013A	Control persons using empty hand techniques	\$125	Crowd Control Refresher	1	1
CPPSEC3002A CPPSEC3013A	Manage conflict through negotiation Control persons using empty hand techniques	\$200	Crowd Control Refresher (Both units combined)	1	1
HLTAID001	Provide CPR	\$75	Annual Refresher Course	1	2 hours
HLTAID003	Provide First Aid	\$150	(includes HLTAID001 Provide CPR) 001	2	1
CPPSEC3018A	Provide for the safety of persons at risk	\$250	Bodyguard (Separate one day course)	1	4 Hours

Course Code	Course / Unit Code	Price	Comments	Face 2 Face Attendance	Flexible Attendance
CPPSEC3051A	Implement cash-in-transit security procedures	\$350	Cash in Transit	2	1
CPPSEC3052A	Test and inspect cash-in-transit security equipment				
CPPSEC3050A	Load and unload cash in transit in an unsecured environment				
CPPSEC2018A CPPSEC3020A	Monitor electronic reporting facility Monitor security from control room	\$350		1	4 Hours
CPPSEC3010A CPPSEC3011A	Manage dogs for security functions Handle dogs for security patrol	\$350		3	1
CPP30411	Certificate III in Security Operations	\$1500	This is the Full qualification in Certificate III in Security Operations containing Course in Firearms Safety, Cash in Transit Units (3) Firearms (revolver and semi Auto Pistol) Handcuffs and Expandable Batons, Body armour	10	5
CPPSEC3015A	Restrain persons using handcuffs	\$125		1	4 Hours
CPPSEC3014A	Control persons using baton	\$125		1	4 Hours
CPPSEC3008A	Control security risk situations using firearms	\$250	Revolver	1	4 Hours
CPPSEC3008A	Control security risk situations using firearms	\$250	Semi Auto Pistol	1	4 Hours
CPPSEC3008A	Control security risk situations using firearms	\$475	Revolver & Semi Auto	2	1
CPPSEC3008A	Control security risk situations using firearms	\$75	Body armour	4 Hours	1 Hour

2016 Course Packaging Guidelines and Price List					
E-Learning Courses - Aviation and Maritime					
Course Code	Course / Unit Code	Price	Comments	Face 2 Face Attendance	Flexible Attendance
AVI20613	Certificate II in Aviation Transport Protection (Passenger / Non Passenger Screener)	\$925	(Includes DG, RA & LAGS) Includes assessments with national Assessment Tools	10	5
AVI20713	Certificate II in Aviation Transport Protection (Checked Baggage Screener)	\$925	(Includes DG, RA & LAGS) Includes assessments with national Assessment Tools	10	5
AVI20613 & AVI20713	Certificate II in Aviation Transport Protection (Passenger / Non Passenger Screener) Certificate II in Aviation Transport Protection (Checked Baggage Screener)	\$1250	(Includes DG, RA & LAGS) Includes assessments with national Assessment Tools	10	5
DG	Dangerous Goods Awareness (refresher)	\$25	(Group E Employees –Passenger Screeners)	1	Online
LAGS	Liquids Aerosols and Gels (refresher)	\$25	(Group E Employees –Passenger Screeners)	1	Online
RA	Radiation Awareness (refresher)	\$25	(Group E Employees –Passenger Screeners)	1	Online
MSG	Maritime Security Guard	\$150		1	Online

2016 Course Packaging Guidelines and Price List					
Aviation "Statement of Attainment ONLY"					
Course Code	Course / Unit Code	Price	Comments	Face 2 Face Attendance	Flexible Attendance
CPPSEC1006A	Apply x-ray image interpretation procedures	\$750	This course is available to be delivered and a Statement of Attainment Issued for the attached Units of Competency (Includes DG, RA & LAGS) No National Assessment Tools	5	2
CPPSEC1007A	Apply walk through metal detection procedures				
CPPSEC1008A	Apply hand-held metal detection procedures				
CPPSEC1009A	Apply Explosive Trace Detection (ETD) procedures				
CPPSEC2007A	Screen people				
CPPSEC2008A	Screen items				
AVIO2004B	Conduct frisk search of persons				

2016 Course Packaging Guidelines and Price List					
Course Code	Course / Unit Code	Price	Comments	Face 2 Face Attendance	Flexible Attendance
30989QLD	Course in Firearms Safety		(approved for firearms licensing in Queensland) Must undertake WSCQPS001A & Each Category which applies.		
WSCQPS001A	Demonstrate knowledge of firearms safety				
WSCQPS002A	Demonstrate use of Category A&B firearms safely	\$125		1	1 Hour
WSCQPS005A	Demonstrate use of Category H firearms safely	\$125		1	2 hours
All above	Demonstrate use of Category A, B & H firearms safely	\$175		1	2 Hours
WSCQPS003A	Demonstrate use of Category C firearms safely	\$125			
WSCQPS004A	Demonstrate use of Category D firearms safely	\$125			
WSCQPS006A	Use crossbows lawfully, responsibly and safely	\$125			
WSCQPS007A	Lawful and responsible use of miscellaneous weapons	\$125			
HLTPAT005	Collect specimens for drugs of abuse testing	\$750	Includes Urine Testing, Mouth Swabs and Breathalyser (Alcohol)	1	2 Hours
CPPSEC1005A	Apply critical infrastructure protection procedures	\$125	"Counter Terrorism Awareness Course"	1	Online

AS	Active Shooting	\$125		1	Online
PROH	Positional Restraint & One Hit Can Kill	\$125		1	Online
SITHFAB201	Provide Responsible Service of Alcohol	\$25 / \$60	\$25 online or \$60 Face to face	6 Hours	OnLine

2016 Course Packaging Guidelines and Price List					
Course Code	Course / Unit Code	Price	Comments	Face 2 Face Attendance	Flexible Attendance
BSB30115	Certificate III in Business	\$2500		N/A	On Line
BSB40215	Certificate IV in Business	\$2500		N/A	On Line
BSB51915	Diploma of Leadership and Management	\$3000		N/A	On Line
BSB50215	Diploma of Business	\$3000		N/A	On Line
BSB50515	Diploma of Franchising	\$3000		N/A	On Line
BSB51915 BSB50215	Diploma of Leadership and Management Diploma of Business	\$4000	Discount for dual qualifications	N/A	On Line
RII20715	Certificate II in Civil Construction	N/a	Not available on Fee for service	12 Months	On the job
RII30115	Certificate III in Surface Extraction Operations	N/a	Not available on Fee for service	12 Months	On the job
CPC31211	Certificate III in Wall and Ceiling Lining	N/a	Not available on Fee for service	12 Months	On the job
CPC31311	Certificate III in Wall and Floor Tiling	N/a	Not available on Fee for service	12 Months	On the job
CPC30211	Certificate III in Carpentry	N/a	Not available on Fee for service	12 Months	On the job
CPC30313	Certificate III in Concreting	N/a	Not available on Fee for service	12 Months	On the job
RII30815	Certificate III in Civil Construction Plant Operations	N/a	Not available on Fee for service	12 Months	On the job
RII30913	Certificate III in Civil Construction	N/a	Not available on Fee for service	12 Months	On the job