Student Information Handbook

Law Enforcement and Security Training Australia
trading as
Precision Training Academy
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Issued: 10/2026.v18

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Welcome to Precision Training Academy!

Law Enforcement and Security Training Australia trading as Precision Training Academy is a Recognised Training Organisation (RTO), delivering Nationally Recognised Training under the AQF (Australian Qualifications Framework).

Law Enforcement and Security Training Australia trading as Precision Training Academy is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result, based on your achievement of the course requirements.

The following information is provided to assist you in ensuring a smooth start to your training and introduction into the Security Industry. Please take the time to read through it carefully. Throughout the Student Information Handbook Precision Training Academy has been abbreviated to PTA.

Our Services

Law Enforcement and Security Training Australia trading as Precision Training Academy has the following nationally recognised courses on its Scope of Registration.
PTA provides training and assessment services in support of the following nationally endorsed training products:

Qualifications:

- CPP20218 Certificate II in Security Operations
- CPP31318 Certificate III in Security Operations
- CPP31418 Certificate III in Close Protection Operations
- CPP41519 Certificate IV in Security Risk Analysis

Units of competency:

- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID011 Provide First Aid
- HLTAID014 Provide Advanced First Aid

Skills Set:

- CPPSS00063 – Firearms
  - NSW - Firearms Training and Safety Course
    - CPPSEC3114 Control security risk situation using firearms
    - CPPSEC3115 Carry, operate and maintain revolvers for security purposes
    - CPPSEC3116 Carry, operate and maintain semi-automatic pistols for security purposes

- CPPSS00059 – Batons and handcuffs
    - CPPSEC3110 Control persons using batons
    - CPPSEC3111 Restrain persons using handcuffs

NSW Security Operative Licence - Class 1 Licence Subclasses:

- Class 1A Security Officer – patrol, protect or guard any property while unarmed whether static or mobile and to act as a crowd controller or in a similar capacity
- Class 1B Bodyguard – work as a bodyguard or in a similar capacity
- Class 1C Cash-in-Transit Guard – patrol, protect or guard cash-in-transit
- Class 1F Armed Guard – protect, patrol or guard approved classes of property while armed.

Firearms Licences: Category H (business/employment) firearms licence

Our Objectives:

Our objectives are:

- **People**
  We strive to attract, recruit and retain talented, competent and committed trainers.
  We promote excellent performance through leadership and professional development.

- **Safety & equality**
  We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.

- **Integrity & ethics**
  We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

- **Quality committed**
  We aspire to deliver consistent, high-quality services and apply quality systems which support training and assessment excellence.

- **Learner Focused**
  We thrive on providing training and assessment that is learner focused and which supports lifelong learning.

- **We respect our learners** and strive to attract them time after time through high quality training and assessment experiences.

- **Industry engagement**
  We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

- **Our Passion!**
  The Security Industry is what we specialise in, and it is our passion!
  Sonya Pritchard and Darren Upson (your Approved Provider - Trainer/Assessors), are owners of Precision Protection Group, a local Newcastle based security company and are fully qualified, licensed and highly experienced.

We acknowledge the importance of adult learning principles in the delivery of effective vocational training.

We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We pay respect to the Traditional Custodians and First Peoples of NSW and acknowledge their continued connection to their country and culture.

The purpose of this Student Information Handbook is to ensure - you as a student, has access to all the information you will need.

If at any point throughout your course you require assistance or support, please discuss these needs with your Trainer at Precision Training Academy.

Our Location:

We are located at: Precision Training Academy

Address: 572 Pacific Highway BELMONT NSW 2280

Public transport

There is a Bus stop in front and opposite our training facility.

Parking

Free parking is available off George Street and is within a three (3) minute walk to the training facility.

Cafes and eateries

If you are looking to buy lunch whilst you are at our premises, we have many numbers of eateries close by, we are located very centrally and are surrounded by take away shops, cafes and restaurants, plenty to choose from.

Even Coles and Woolworths are within several minutes' walk from the training facility.

Our Trainers

Our Trainer/Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At Precision Training Academy we deliver nationally accredited qualifications via training face-to-face.

When you study with Precision Training Academy, your Trainer/Assessor will be always there to assist you throughout your course. You attend a classroom training environment and provided with contact details for your Trainer /Assessor for advice which means you get the support you need when you need it.

Precision Training Academy trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that learners will enjoy.

Our expectation of you

Precision Training Academy expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Precision Training Academy.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning units.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Precision Training Academy publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other learners and Precision Training Academy staff members and their right to privacy and confidentiality.

Student Attendance and Behaviour

Students are required to follow all Precision Training Academy rules and instructions from staff representing the organisation, act in a non-discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Students are also required to adhere to Precision Training Academy academic rules and regulations. If a student is found to have acted in a way that the College deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment.

Students must behave/communicate in a manner appropriate that isn't derogatory, insulting or offensive. Any inappropriate communication will not be tolerated, and your course may be suspended or cancelled.

Punctuality

- Students are required to attend every session to meet course completion requirements
- Students are responsible for notifying Precision Training Academy if they are unable to attend a training session for whatever reason.
- Students are required to notify the Trainer if they are unable to attend or expect to be late arriving.
- Any student who is more than 15 minutes late to the course start time specified will not be allowed entry into the course.
- Students arriving more than 10 minutes late from an allocated break will be refused re-entry to the course and must arrange to re-attend the entire course at full cost.

Refusal of Entry

- Precision Training Academy reserves the right to refuse entry or request students to leave or be removed if in breach of terms and conditions, or if being objectionable to other students for any reason. This includes but is not limited to:
    - Course dress requirement. Students are required to be neat and tidy in appearance at all times.
    - Disturbing, causing discomfort, threatening the safety and security of other students, staff, patrons or other property of the provider of the venue.
    - If the student is under the influence of alcohol or non- prescription drugs.
    - If the student is breaching the laws of the Commonwealth or State.
    - If the student does not bring photographic identification to the first session of each course attended.

Standards of behaviour – as per the Behaviour Misconduct Policy & Procedure

A student must at all times maintain a high standard of behaviour while engaged in Precision Training Academy activities either within the premises of Precision Training Academy or at another location.

Expected Behaviours

Students are expected to:

- Treat peers, staff, and property with respect.
- Comply with Precision Training Academy policies and procedures.
- Engage actively and responsibly in learning activities.
- Communicate respectfully, avoiding discriminatory, offensive, or harmful language.
- Avoid disruptive, violent, or unlawful behaviour.

Unacceptable behaviour

Unacceptable behaviour includes, but is not limited to:

- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of Precision Training Academy
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person's participation in a legitimate activity or, by act or omission disrupts the peace or good order of Precision Training Academy
- Acting in a way that causes students, staff or other persons within the Precision Training Academy to fear for their personal safety
- Wilfully obstructing or disrupting any official meeting, role-play, activity, class or assessment
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Wilfully damaging or wrongfully dealing with any property, or the property of any person, including theft
- Being under the influence of prohibited drugs and/or substances, including alcohol
- Trespassing or knowingly entering any place within the premises of Precision Training Academy that is out of bounds to students
- Making a false representation as to a matter affecting student status
- Possession of dangerous articles or banned substances
- Abusive behaviour towards others

Staff responsibilities

Precision Training Academy staff are responsible for:

- Inform all students of expectations related to behaviour;
- Explain to students what constitutes behaviour misconduct;
- Model exemplary behaviour to act as a benchmark for students and other staff;
- Supervise student behaviour and the behaviour of other staff;
- Promote a positive environment that supports a student's individual personality whilst setting clear boundaries relating to acceptable behaviour;
- Respond immediately to observed behaviour misconduct to maintain a safe environment for staff and students and to protect the rights of individuals or groups;
- If the observed behaviour misconduct is serious in nature, the staff member may suspend the student's continued participation in Precision Training Academy activities (training sessions, assessment, activities, etc);
- Report (in writing) behaviour misconduct when it is observed and actions taken in the immediate response using the Student Behaviour Misconduct Report.

If the staff member reporting the incident considers that the student may be violent or is likely to cause harm to other students and /or staff, or damage property, the CEO should be contacted immediately to assess the risk. If necessary, the Police are to be contacted and requested to respond to control the situation.

Student responsibilities

Students are responsible for:

- Be informed of and comply with Commonwealth or State law;
- Behave in a way that supports the freedom of other persons (students) to pursue their studies and participate in the activities of Precision Training Academy;
- Identify themselves truthfully;
- Behave in a way that supports the safety or health of any other person;
- Maintain the peace or good order of the training environment;

- Treat Precision Training Academy property with respect and prevent damage or destruction of property;
- Behave in a way that supports the conduct of official Precision Training Academy meetings, training sessions, assessment, activities, etc;
- Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief;
- Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the Precision Training Academy;
- Not trespass or knowingly entering any place within the premises of Precision Training Academy that is out of bounds to students;
- Give truthful information relating to student status; and
- Communicate in a way that demonstrates respect for others and is free from verbal abuse.

Students who have been identified for behaviour misconduct

Where student is identified for behaviour misconduct, the Precision Training Academy staff member is to complete a Behaviour Misconduct Report and submit this to the CEO. Students who demonstrate behavioural misconduct are to be counselled and issued a formal warning (in writing). Students who demonstrate behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund.

This does not limit the requirement to provide the student suitable warning in writing and the opportunity to make oral or written representations regarding the misconduct or their right to appeal a decision. Whilst any appeal is being processed, the student enrolment is to be temporarily suspended, and the student is not to attend the Precision Training Academy premises.

Where the student's behaviour leads to the actual damage to property or harm to another person

Where the student's behaviour is so egregious or leads to the actual damage to property or harm to another person, the student's enrolment can be closed immediately, and the incident will be reported to the Police.

This does not remove the students right to appeal a decision made by Precision Training Academy.
Only after any appeal process has been completed that the student's enrolment can be closed and the student will be issued a statement of attainment only for units of competency they have achieved. Whilst any appeal is being processed, the student enrolment is to be temporarily suspended, and the student is not to attend the Precision Training Academy premises.

Egregious is an adjective that means extremely bad, shocking, or noticeable in a negative way.

Mobile Phone Policy

The aim of this Mobile Phone Policy relates to students bringing mobile phones into the classroom.

- Students who bring mobile phones to the classroom MUST have them switched off and securely stored off their desk.
- Wearable devices must switch off all notifications during the classroom hours.

This policy is to help focus students' attention in the classroom, by providing them with a safe learning environment as well as greater opportunities for social interaction.
Studies show that removing mobile phones and other personal digital devices from the classroom leads to improvements in student achievement and improved recall and participation. It also helps to provide a safe and inclusive learning environment.

Unregulated use in the classroom setting can undermine students' capacity to pay attention, remember and learn. They can also influence the way that students regulate emotions. Research also demonstrates how it can take several minutes to refocus on a task after a distraction or interruption. Some research even suggests that simply having the phone nearby reduces a person's cognitive ability.

Enforcement
Precision Training Academy will enforce the policy where students fail to comply with the Mobile Phone Policy, including if they refuse to relinquish their phones to Trainers when asked.
This will result in the whole class having to relinquish their Mobile Phones and Wearable Devices into a container at the front of the classroom to be handed back at the end of the session.
We thank you for taking the time to read and understand this Mobile Phone Policy

Complaints and Appeals

Students have access to Precision Training Academy's complaints and appeals process. The complaints and appeals policy and procedure ensure that fair and equitable processes are implemented for any complaints or appeals against Precision Training Academy.

Students are able to submit a formal complaint to Precision Training Academy relating to any concern they may have (such as academic or attendance record decisions, should they feel a person has acted inappropriately or treated someone unfairly, etc). All complaints are handled with confidence and are reviewed by the CEO.
Refer to: PTA – Complaints Handling Form

A student may also appeal a decision made by Precision Training Academy in regard to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form (PTA – Request to Appeal a Decision Form). Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.
Refer to: PTA – Request to Appeal a Decision Form

All students have access to the complaints and appeals policy and procedure, and a copy can be produced by the Student Administration Department at any time upon request.

Refer to: Appendix A – Complaints and Appeals Policy & Procedure – at end of this Handbook.

Access, Equity and Anti-discrimination Commitment

All Precision Training Academy staff will adhere to the principles and practices of access and equity in education and training; they will treat every student fairly and without discrimination. Precision Training Academy has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals policy).

Precision Training Academy acknowledges its legal obligations under State and Federal equal opportunity law, including:

- Anti-Discrimination Act 1977
- Australian Human Rights Commission Act 1986 (Cth)
- Racial Discrimination Act, 1975 (Cth)
- Sex Discrimination Act, 1984 (Cth)
- Disability Discrimination Act, 1992 (Cth)
- Work Place Gender Equality Act 2012 (Cth)
- Fair Work Act 2009 (Cth)

All legislation can be accessed at: www.comlaw.gov.au

Precision Training Academy fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all participants regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment or political convictions.

All College staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

As part of your training and assessment, you have the right to be treated fairly. If you believe you have been treated unfairly by a College Representative, please contact the CEO on 02 4040 1788.

Diversity and Inclusion

Outcome Standard 2.5, states that 'The learning environment promotes and supports the diversity of VET students.'

RTOs are expected to create learning environments that are not only free from racism, discrimination and harassment, but are also actively inclusive and responsive to the diverse backgrounds and experiences of students. Diversity may relate to age, gender, cultural and linguistic background, socio-economic status, neurodivergence, disability, and sexual orientation, among other factors.

To meet Outcome Standard 2.5, RTOs must consider how the following are designed to be accessible and inclusive to students:

- training environment
- learning and assessment materials
- delivery modes
- wellbeing support services; and
- recruitment and communication practices.

Attention must also be given to ensuring that the learning environment is culturally safe for Aboriginal and Torres Strait Islander people. Importantly, this Outcome Standard applies to all RTOs, regardless of whether any students, trainers/assessors or staff identify as Aboriginal and Torres Strait Islander people.

This is achieved by:

- acknowledging the unique experience of Aboriginal and Torres Strait Islander people in Australia;
- recognising that Aboriginal and Torres Strait Islander people do not always have the same level of access to VET as non-Aboriginal Australians, nor the same positive experiences; and
- actively addressing unconscious bias, racism and discrimination and supporting self-determination for Aboriginal and Torres Strait Islander people.

Cultural safety means creating an environment where people feel respected, valued, and free to express their identity without challenge or denial. These principles benefit all students and contribute to a more positive and inclusive learning experience.

The learning environment must be free from racism, discrimination, or any other form of harassment. RTOs must actively consider how their recruitment policies, training environment, activities and materials, assessment processes, and wellbeing support services are designed to be accessible and inclusive for all students.

Roles and responsibilities

- **Management:** Ensure compliance with anti-discrimination legislation, foster an inclusive culture, and review policies annually.
- **Trainers/Assessors:** Implement inclusive teaching practices, make reasonable adjustments, and report incidents.
- **Staff:** Model respectful behaviour and participate in cultural awareness training.
- **Students:** Treat others with respect and report any concerns or incidents

The purpose of a Diversity and Inclusion policy and procedure is to provide for our staff and students:

- a diverse, safe and inclusive learning environment.
- an environment that respects and values the individuality of each student.
- a culturally safe and supportive learning environment.
- a learning environment and workplace where all individuals feel respected, valued, and empowered including:
  - young people
  - First Nations people
  - people from culturally and linguistically diverse background
  - protections against vilification including antisemitism
  - people of different genders
  - people from diverse socio-economic backgrounds
  - neurodivergent people, and
  - people who may identify as LGBTIQ+

Definitions

A diverse, safe and inclusive learning environment
A diverse, safe, and inclusive learning environment is an educational setting where students of all backgrounds, abilities, identities, and needs are welcomed, valued, and respected. It ensures equitable access to learning, fosters a sense of belonging, and actively removes barriers to participation

First Nations people
First Nations people refer to people who have identified themselves or have been identified by a representative (for example, their parent or guardian), as being of Aboriginal and/or Torres Strait Islander origin.

Aboriginal and Torres Strait Islander (First Nations) people are the first peoples of Australia. They are not one group but rather comprise hundreds of groups that have their own distinct set of languages, histories and cultural traditions.

Culturally and linguistically diverse (CALD)
Culturally and Linguistically Diverse (CALD) refers to individuals or communities with cultural heritage, languages, nationalities, or traditions different from the dominant culture, particularly in Australia. It includes people born overseas, those speaking languages other than English at home, and those with diverse ethnic or religious backgrounds.
The term is often used in to describe people who have migrant, refugee, or First Nations backgrounds.
Key Aspects of CALD:

- Cultural diversity – Includes people from different ethnicities, traditions, religions, and customs.
- Linguistic diversity – Covers those who speak languages other than English at home or as their first language.
- Migration and refugee backgrounds – Recognises that people may have immigrated from different countries, bringing diverse experiences and challenges.
- First Nations communities – While Aboriginal and Torres Strait Islander peoples have unique identities, they are often included in discussions about cultural diversity.

Protections against vilification including antisemitism
Antisemitism is prejudice, hostility, or discrimination directed against Jewish people, either as individuals or as a group, based on religious, cultural, or racial stereotypes.

Significant strengthening of legal protections against vilification, including targeted measures against antisemitism, are currently being implemented across Australia, with major federal and state (Victoria) reforms taking effect in 2026.

Semitism refers to the cultural, linguistic, or racial characteristics of Semitic-speaking peoples (e.g., Arabs, Akkadians, Canaanites, Hebrews) from the Middle East and Horn of Africa. In modern usage, "Semitism" is rarely used alone, appearing mostly within the context of "antisemitism," which is defined as prejudice, hostility, or discrimination against Jews as a group or individuals.

In NSW, anti-vilification laws prohibit public acts that incite hatred, serious contempt, or severe ridicule against individuals or groups based on race, religion, homosexuality, transgender status, or HIV/AIDS status. The *Anti-Discrimination Act 1977* covers these, with recent updates strengthening protections against religious vilification (2023) and, from August 2025, intentionally inciting racial hatred.

People of different genders
Gender diverse people are individuals whose gender identity or expression differs from the social norms and binary (male/female) categories assigned at birth, including transgender, non-binary, genderqueer, and agender identities. This umbrella term highlights the natural spectrum of gender beyond male and female, focusing on authentic self-expression.

People from diverse socio-economic backgrounds
People from diverse socio-economic backgrounds, defined by varying income, education, occupation, and wealth, face significantly different opportunities and social, cultural, or economic capitals. Socio-economic status profoundly impacts health, safety, and inclusion, with lower-class individuals often experiencing poorer health, higher rates of discrimination, and lower workplace inclusion.

Neurodivergent people
Neurodivergent refers to individuals whose brains function differently from what is considered "typical" (or neurotypical).
This term is commonly used to describe people with conditions such as:
- Autism Spectrum Disorder (ASD)
- Attention Deficit Hyperactivity Disorder (ADHD)
- Dyslexia (difficulty with reading and language processing)
- Dyspraxia (challenges with coordination and movement)
- Dyscalculia (difficulty with math-related concepts)
- Tourette Syndrome
- Other cognitive or learning differences

The term neurodivergent is part of the neurodiversity movement, which emphasises that differences in thinking, learning, and processing information are natural variations of the human brain, rather than "disorders" that need to be fixed. It promotes inclusivity, acceptance, and the idea that diverse ways of thinking can bring together unique strengths and perspectives.

People who may identify as LGBTIQ+
People who may identify as LGBTIQ+ refers to individuals who might recognise themselves as part of the LGBTIQ+ community. The acronym stands for:
- L – Lesbian
- G – Gay
- B – Bisexual
- T – Transgender

- I – Intersex
- Q – Queer or Questioning
- + – Other diverse gender identities, sexual orientations, and variations in sex characteristics that are not explicitly included in the acronym (such as non-binary, asexual, pansexual, etc.)

The phrase "may identify as" acknowledges that identity is personal, fluid, and self-defined. It respects that individuals might be exploring or affirming their identity at different stages of their lives and that not everyone uses the same labels. It also avoids assuming how someone identifies, reinforcing inclusivity.

Precision Training Academy commits to:

- **Active Inclusion:** Removing barriers to participation and promoting a culture of belonging.
- **Cultural Safety:** Ensuring a culturally safe learning environment for First Nations peoples.
- **Respect for Diversity:** Valuing differences in race, gender, ability, age, sexual orientation, socioeconomic status, and religious beliefs.
- **Zero Tolerance:** Adopting a zero-tolerance approach to discrimination, harassment, bullying, or victimisation

Complaints and Reporting

- Any breaches of this policy, including discrimination or harassment, should be reported to the CEO.
- Complaints will be treated seriously, confidentially, and investigated promptly.

Refer to:

- PTA – Student Information Handbook
- Flow Chart – Complaints Handling Procedure
- Policy & Procedure – Complaints Handling
- PTA – Complaints Handling Form

Work Health and Safety

Precision Training Academy complies with all relevant Work Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to participants in the classroom and learning environment. Where possible, the trainers will take action to remove or control these hazards and will report the hazard to the appropriate on-site personnel.
Where practicable, students must take responsibility for their own health and safety and that of their fellow students, or employees. This means students must follow all safety rules, procedures and the instructions of their trainer while in attendance at college premises.

Stay home if you are sick!

An important way to reduce the spread of illness is to keep sick people away from those who are not sick. It is important that we all continue to take sensible precautionary measures.

If you are feeling unwell with fever, cough, sore throat, runny nose or other symptoms of respiratory infection please do not attend Precision Training Academy. These symptoms are common to many respiratory viruses and the common cold not just COVID-19.
We are all committed to taking care of our college community and therefore suggest that if you are unwell with these symptoms, we ask that you recover at home and not pass it on to all of us! Please also continue to follow good hygiene practices of hand washing and use of hand sanitiser.

We thank you for your consideration.

Privacy Protection and Personal Information

Precision Training Academy takes the privacy of learners very seriously and complies with all legislative requirements. These include the *Privacy Act 1988* and Australian Privacy Principles (effective from 12th March 2014).

Here's what you need to know:

- Precision Training Academy will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of you training activity and are required to do this in accordance with the *National Vocational Education and Training Regulator Act 2011*.

- Your personal information is retained within our hard copy filling system and our computer systems. You information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.

- Precision Training Academy is required by the *National Vocational Education and Training Regulator Act 2011* to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

- In some cases, we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority.

- In all other cases Precision Training Academy will seek the written permission of the learner for such disclosure. Precision Training Academy will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.

- You have the right to access information that Precision Training Academy is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".

- If you have concerns about, how Precision Training Academy is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the *Privacy Act 1988* (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: http://www.oaic.gov.au/privacy/privacy-complaints.

Privacy Notice

Under the National VET Data Policy, Precision Training Academy is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Precision Training Academy statistical, administrative, regulatory and research purposes.

Precision Training Academy disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies and NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts
- facilitating statistics and research relating to education, including surveys and data linkage
- pre-populating RTO student enrolment forms
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).
For more information about NCVER's Privacy Policy go to https://www.ncver.edu.au/privacy .

Access to Student Records

Students may access their personal records held by Precision Training Academy at any time. Students may contact student administration to discuss a suitable time to view their file and access will only be granted once a student can confirm their identification. Student Access to the file will be granted within 2 days of confirming the student's identification.

You must promptly notify Precision Training Academy of any change of name, address or contact details. The accuracy of these details is important as they will be used to issue your statement of attainment if eligible.

Refer to: *PTA – Student Records Request Form*

Student Support Services - Wellbeing

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at the College will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved. If you have specific learning needs or have any difficulties that may be interfering with your studies, you need to inform your allocated trainer/assessor immediately to arrange a suitable training plan.

Precision Training Academy believe that every individual should have the opportunity to advance through learning. To ensure our students meet their full potential during their studies our training will endeavour to support our students whilst undertaking this course. This means working with you to identify the learning styles that suit you best so you can achieve each unit.

Learners will be encouraged to identify their own learning needs and objectives and preferred strategies and schedule and exercise the maximum possible control over selection of learning materials, learning strategies and timing and type of assessment given the constraints of the course requirements.

To enable learners to monitor and control their own learning, they will be given;

1. Detailed information regarding learning objectives and clear explanations as to how successful achievement is to be recognised
2. Learning materials and activities that cater for a range of needs (including differences in educational backgrounds, life experiences, facility with English, numeracy, gender, culture, age, location and disability)
3. Frequent, clear and objective feedback as to progress
4. Time and opportunities to correct misunderstandings and to practice partially mastered skills.

Students can access the student support officer directly or via student administrations and an appointment will be organised as soon as practical.

Currently the role and responsibility this 'Student Support Officer' is maintained by the person's detailed below:

- Name: Sonya Pritchard
- Position: Chief Executive Officer (CEO)
- Tele: 02 4040 1788

Pre-Enrolment Assessment - Language Literacy Numeracy & Digital Literacy

PTA recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary. You must have a good understanding of the English language as course material is only available in English. You must be able to read, write and interpret documents as you will be required to complete assessment tasks such as short/long answer questions and the ability to complete forms – such as 'incident form'.
Digital literacy refers to the skills and competencies needed to use digital technologies to achieve personal goals, enhance employability skills and support education and training.

As part of the enrolment process, the student will need to complete a language, literacy, numeracy and digital (LLND) exercise which will be used to assess the LLND ability of the student. Some students may be referred on for special help as required.

The SLED Pre-Enrolment Assessment must be administered for each student prior to their enrolment in any approved Security Licensed Course.

What is a Pre-Enrolment Assessment?
A Pre-Enrolment Assessment ensures that the Training and Assessment Strategy and Training Plan delivered by your training provider are designed to meet your individual needs, and to determine the most suitable and appropriate training for you.

The information you provide will enable your training provider to understand your training needs, your current competencies that relate to the qualification, opportunity for Recognition of Prior Learning (RPL) and Credit Transfer (CT) and to ensure that your current Language, Literacy, Numeracy and Digital skills are at the level required of your chosen qualification. Where we assess your responses as needing assistance to complete the qualification we can develop and or implement strategies to assist you while you complete the qualification.

Completing a Pre-Enrolment Assessment ensures that your training provider:

- Understands your reasons for undertaking this qualification.
- Explores your current competencies and provides opportunities for these to be assessed through Recognition of Prior Learning (RPL)or Credit Transfer (CT).
- Determines your eligibility for Government Subsided training and fee concessions *(if app)*.
- Ascertains the most suitable qualification(s) for you to enrol in based on your current educational attainment, capabilities including language, literacy, numeracy and digital, aspirations and interests.
- Determines your training and assessment needs.

Please note: SLED does not accept RPL for any security licensing courses.

Your training provider will use this Pre-Enrolment Assessment to provide you with the support you require in areas such as language, literacy, learning and assessment, while ensuring you will get the maximum outcomes and benefits from the qualification you are enrolling in, according to your learning objectives, career aspirations and skill level.
We encourage students with Language Literacy Numeracy and Digital concerns to undertake LLND training. A range of support services can be provided for the student upon request. Please contact the Student Support Officer who can refer you to some Language, Literacy, Numeracy and Digital Programmes available to you through the government agencies.
If you have a Language, Literacy, Numeracy or Digital concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer.

Language, Literacy, Numeracy and Digital Assistance Programmes

Skills for Education and Employment (SEE)
The Skills for Education and Employment (SEE) Program is an Australian Government program that delivers free language, literacy, numeracy and digital skills training to eligible Australians.

How the SEE Program can help you
The Skills for Education and Employment (SEE) Program offers free training to help improve your reading, writing, maths and basic computer skills.

Who is eligible?
You are eligible for the Skills for Education and Employment programme if you:

- an Australian citizen, or
- a permanent visa holder, or
- on a provisional or temporary visa with working rights and eligible for the Adult Migrant English Program (AMEP), or
- a Pacific Australian Labour Mobility visa holder

and:

- aged 15 years and over and left school, and
- need help with your reading, writing, maths, English language or digital skills.

Where can you do training?
There are training organisations all around Australia that provide Skills for Education and Employment training. They are called 'providers'. Providers consist of community organisations, public training providers, such as technical colleges, private providers and universities.
Go to this webpage for further information:
https://www.dewr.gov.au/skills-education-and-employment/participants

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

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

Further information is available at the Reading Writing Hotline website
or phone **1300 655 506**. http://www.readingwritinghotline.edu.au/

Academic Misconduct

Students at Precision Training Academy are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct and clarify the consequences of plagiarism and/or cheating.

Definitions:

Plagiarism:
It is the act of presenting another persons' work as your own, and failing to acknowledge that the thought, ideas or writings are of another person.
Specifically, it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference
- other students' work is copied or partly copied
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page

Cheating:
To act dishonestly or unfairly in connection to an assessment conducted by the RTO.
Academic misconduct is considered a serious offence at Precision Training Academy.

For students who have been deemed to intentionally plagiarize/ cheat, it may result in being suspended, or permanently removed from the course.
To avoid plagiarism and/ or cheating and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.

If the student does not agree with the RTO's decision, then they are able access the Appeals Handling Policy and Procedure.

Planning for training

Competency-Based Training and Assessment Process
Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work based, online, distance learning) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

Where a student has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they will be allowed to re-sit the test/or have a re-assessment. If they are deemed NYC for a second and third time, they are to re-enrol into that unit/ subject. This will include re-training and therefore a re-enrolment fee for the unit in question.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment. Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by Precision Training Academy.

To apply for a Credit Transfer, students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Course participants applying for RPL must provide evidence to the satisfaction of the College. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge. Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all participants upon request.

Please also note that SLED do not accept RPL for any NSW Security Licensing Courses.

Training Evaluation

Precision Training Academy fully appreciates and acts accordingly to any feedback that you give us. A feedback form will be forwarded to you on completion of your training course. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

Course information

Prior to enrolment, we will provide all participants with Course Information Sheets, including content and vocational outcomes.

Duration and Scheduling of Courses

Duration and scheduling of courses will be provided in our Course Information Sheets for each course delivered.

Enrolment Process

The enrolment process is completed by following the steps outlined below:

- Participants will be required to fill in a Precision Training Academy Student Enrolment Form when signing up to start a course.

- Tuition Fees are to be paid prior to the commencement of any new course. If payment has not been received 7 days prior to the course, you will be withdrawn from the course.

- Students must bring at least one form of Photo Identification that will need to be sighted on Enrolment. Cancellations of fees apply in some circumstances where students fail to notify Precision Training Academy of withdrawing from a course.

- Refer to Fees and Refunds information further on and also in the Student Enrolment Form and Schedule of Fees and Charges provided prior to enrolment.

Please Note: *The information collected on the Student Enrolment Form is used for administrative and statistical purposes and will remain confidential.*

Unique Student Identifier (USI) - What is a USI?

The USI initiative commenced on 1 January 2015 and is a reference number made up of ten numbers and letters that is free and easy to create and stays with you for life.

If you are a new or continuing student undertaking nationally recognised training, you will need a USI in order to receive your qualification or statement of attainment. This includes nationally recognised training delivered by secondary schools.

The USI will give you access to an online record of your nationally recognised training in the form of a USI Transcript. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

Under the *Student Identifiers Act 2014* and *Student Identifiers (Exemptions) Instrument 2014*, training organisations are not allowed to issue a qualification or statement of attainment unless the student has a USI or the student or the training is exempt from the USI initiative. You can access your USI account online from your computer, tablet or smart phone anytime. https://www.usi.gov.au/students

Please note: A USI must be supplied to PTA prior to us being able to issue a Nationally Recognised Qualification or Statement of Attainment

Fees, Charges and Refunds

For up-to-date information relating to course dates and fee schedules please refer to our Schedule of Fees and Charges.

Tuition Fees are to be paid prior to the commencement of any new course. If payment has not been received 7 days prior to the course, you will be withdrawn from the course.

Please note that Precision Training Academy may update fees and charges from time to time, and it is recommended potential students contact the College to ensure the most up to date information is obtained.

Refunds due to non-delivery of course by RTO

Tuition fees to be refunded in full if:

- The course does not start on the agreed starting date
- The course stops being provided after it starts and before it is completed

Refunds under the above conditions will be paid in full to the student within 14 days.

The RTO may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the RTO will not be liable to refund the money owed for the original enrolment.

Refunds based upon student application

All applications for refund must be made in writing by way of the 'Application for Refund Form' and submitted to the CEO.

Refer: PTA - Application for Refund Form

Please note - where the student breaches the Precision Training Academy's Policies and Procedures no refund is payable.

- Applications for refunds are to be processed by the CEO within 14 days from the date of application.
- The assessment of refund applications shall be granted as indicated below:

Outline of Refunds	
Withdrawal more than 5 business days prior to agreed start date *(No later than 5 days prior to the commencement of your course)*	Refund - *Less a $250 administration fee*
Withdrawal less than 5 business days prior to agreed start date	No refund
Course withdrawn by RTO	Full refund
The RTO is unable to provide the course for which the original enrolment and payment has been made	Full refund

Withdrawal from course

Our Refunds policy is subject to the following conditions:

- If you (the student) advise Precision Training Academy in writing to cancel your enrolment cancel your enrolment more than 5 business days prior to the commencement of your course will be provided a refund minus an administration fee of $250.00 (incl. GST).
- If you give notice to cancel your enrolment less than 5 business days prior to the commencement of your course, you will not be entitled to a refund of fees.

Claiming a Refund

- The student must provide their notice of withdrawal or cancellation on a signed and dated 'Application for Refund Form'. The claim for a refund must include a reason and must include supporting official documentation of the student's circumstances for withdrawal/cancellation plus a contact name, email address and telephone/mobile number to enable Precision Training Academy to validate this claim.
- Date of Cancellation / Withdrawal is the date the written request is received by Precision Training Academy's Administration staff.
- A student should apply for a refund as soon as possible after notice of cancellation / withdrawal is submitted.
- All refunds will be paid as soon as possible and no later than 14 working days from an approved cancellation / withdrawal notification only if the supporting documentation has been validated during this timeframe.

Refer: PTA - Application for Refund Form

Appealing Refund decisions

- All students have the right to appeal a refund decision made by the RTO. Student wishing to access the Complaints and Appeals Procedure from the RTO should contact Student Administrations Department.
- This policy, and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.
- The RTO's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.

Returning students

- If you are a returning student for the completion of your course, there will be a Course fee.
- Returning students only permitted to return once within 3 months.

Completing your Course

Qualifications

If you are enrolled in a Nationally Recognised Qualification, you will be issued with a Certificate and a Record of Results (which lists the associated units of competency) upon successful completion of your course.

If you withdraw from your course, you will be issued with a Statement of Attainment for any units that you have successfully completed.

How you will receive your Certificate or Statement of Attainment

Your Certificate or Statement of Attainment will be posted to you (at the postal address provided by you). Please ensure you advise us if your address changes.

Reissuing certificates will require a small administration fee to cover the costs of general administration, reprinting and postage.

Issuing of Qualifications

All students will be issued a Qualification Certificate and Statement of Results or Statement of Attainment within 14 days of successful completion of all requirements for units of competency completed, on the condition that all fees have been paid in full.

Please note: **A USI must be supplied** to PTA prior to us being able to issue a Nationally Recognised Qualification or Statement of Attainment.

Issuing of Qualifications on withdrawal, cancellation or transfer

Students that withdraw, cancel or transfer from any course, will be issued with a Statement of Attainment for all units of competency that have been successfully completed, on the condition that all fees have been paid in full for the tuition related to the units of competency.

Replacement of Certificates

If an original certificate or statement of attainment is lost and a replacement is requested, a fee of $25.00 will be required.

Re-Assessment Fees

In the event that a student needs to re sit an assessment task or needs to undergo re-assessment of a practical task, additional charges may be required to cover the cost of materials used. No other fees will be charged on the first occasion.
A fee of $50.00 per hour plus materials may be charged on the second and any subsequent occasions.

Security Licensing and Enforcement Directorate (SLED) - NSW Police

Only SLED Approved Organisations (Security Training) are authorised to conduct security training (not including first aid) for persons wishing to obtain an NSW Class 1 security licence.

Am I eligible to apply for a security licence in NSW?

A. If you wish to apply for a NSW security licence, you must:

- You need to be at least 18 years old
- You need to be:
  - an Australian or New Zealand citizen, or
  - a permanent Australian resident, or
  - hold a visa sponsored by a Master licence holder, or
  - hold a visa for a skilled occupation that corresponds to the licence subclass for which you're applying. *(Please note – PTA is not approved to accept Students on Visa's)*.
- If you are a not an Australian or New Zealand citizen, or an Australian permanent resident you must provide a Police Clearance Certificate for every country you've lived in for more than 12 months outside of Australia in the past 10 years since you were 16 years old. If necessary, it must be translated into English, have been issued within the past 12 months and must be verified by that country's consulate or embassy in Australia.
- You must have successfully completed the required NSW Licence Course through a SLED-approved Registered Training Organisation.
- You must satisfy all criminal and other eligibility requirements.

If you have a criminal record, it could affect your eligibility. You're not eligible for a NSW security licence if you have been:

- Convicted of a prescribed criminal offence in the past 10 years.
- Found guilty of a prescribed criminal offence in the past five years, with no conviction recorded.
- Declared a registrable person or corresponding registrable person within the meaning of the Child Protection (Offenders Registration) Act 2000 with reporting obligations under that Act.
- Had a civil penalty imposed on you in the past five years.
- Been removed or dismissed from the NSW Police Force, or any other police force in Australia or overseas.

SLED may also refuse your application if:

- You have provided false or misleading information to SLED.
- You didn't provide all the required documentation with your application.
- Granting your application would not be in the public interest, for example, if SLED believes the licence will be improperly used, or that improper conduct is likely to occur if the licence is approved.
- You are linked to past or current criminal activity or criminal investigations.
- You are not considered to be a fit and proper person to hold a security licence. Your personal and criminal history is taken into account when making this decision.

For more information refer to Fact Sheet 6 '**Am I Eligible for a NSW Security Licence**' on the Fact Sheets webpage.

Online applications for security operative licences

You can apply quickly and easily for a NSW security Master or Operative licence online via Service NSW.

Applications for Class 1 and Class 2 security operative licences can be lodged online, and applicants are strongly encouraged to apply in this manner rather than posting SLED paper-based applications.

For details on application and eligibility requirements, and to apply online, go to https://www.police.nsw.gov.au/online_services/sled/security_licences/apply_for_a_security_licence

SLED uses SMS and emails to communicate with applicants throughout the application process. We recommend you regularly check your spam folder and add SLED (sled@police.nsw.gov.au) to your contacts to ensure you don't miss out on important information.

The Security Licensing & Enforcement Directorate (SLED) can be contacted:

- by phone: 1300 362 001 8:30am to 4:30pm Monday to Friday (excluding public holidays)
- by post at:

Security Licensing and Enforcement Directorate
Locked bag 5099
Parramatta NSW 2124

- by e-mail: SLED@police.nsw.gov.au

Thank you for reading our Student Information Handbook

– we hope you enjoy your training!

Appendix A:

Policy and Procedure Complaints Handling

Precision Training Academy is committed to providing a fair and transparent complaint handling process.

What is a complaint?
A complaint is generally negative feedback about services or people which has not been resolved locally.

Who does this policy apply to?
This policy applies to and may involve issues concerning the conduct of:

- Precision Training Academy as an organisation, it's trainers, assessors or other staff
- Third party services provided on behalf of Precision Training Academy, its trainers, assessors or other staff; or
- A learner of Precision Training Academy

This is an important point to note in understanding that this policy has a broad application and is not simply relevant to complaints that may be made by learners. A complaint may be made by an employer about Precision Training Academy or by the trainer about the conduct of the learner. Throughout this policy we refer to the person making a complaint as simply the complainant.

- The following is an extract from the P&P Complaints Handling – the full Policy and Procedure can be requested from the Precision Training Academy administration office.

Complaint Handling Procedure
Precision Training Academy will apply the following procedure to its complaint handling:

a) A complaint may be received in any form (written or verbal) although persons seeking to make a complaint are recommended to complete the complaint form which is available to them on the website. There is no time limitation on a person who is seeking to make a complaint.
b) The complainant must be provided a written acknowledgement as soon as possible and no later than 24 hours from the time the complaint is received using the written acknowledgement email template. The acknowledgement must inform the complainant that they will receive a written response within 14 days and explain the complaints handling process and the person's rights and obligations.
c) The complaint must be entered into the Complaints and Appeals Register. The complaints and appeals register identify the complainant, relation with Precision Training Academy, nature of complaint, findings/outcomes, any links with the Continuous Improvement report and the dates received and closed. Prior to entering the complaint form into the register, check if the person has not already submitted a complaint, if it is accurately recorded or if it has been recorded as a subsequent contact.
d) The complaint is forwarded to the Chief Executive Officer for review. The CEO will determine if the complaint requires further investigation or consultation.
e) Where a complaint is made about or involves allegations about another person, Precision Training Academy is obliged to inform this person about this complaint or allegation and provide them the opportunity to respond and present information in response to the issues raised.
f) Where a complaint is received by Precision Training Academy which involve allegations about alleged criminal conduct, Precision Training Academy are to recommend the person making the complaint refer the matter to the relevant State or Territory Police Service.
g) The CEO will review the outcomes of the investigation/consultation and determine the complaint response within an acceptable timeframe. The complaints response letter template can be used to identify the findings and outcomes to the complainant.
h) Precision Training Academy shall maintain the enrolment of the complainant during the complaint handling process.
i) Decisions or outcomes of the complaint handling process that find in favour of the learner shall be implemented immediately.
j) The complainant is entitled to be heard with access to all relevant information and with the right of reply ensuring natural justice and procedural fairness is applied at every stage of the complaint process.
k) Precision Training Academy must request written acknowledgement from the complainant once the complaint has been resolved.
l) Complaint handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.
m) The complaint must be accurately updated and recorded in the Complaints and Appeals Register.

Unresolved Complaints
Once the complaint handling process has concluded, where the person making a complaint remains not satisfied with the outcome of the complaint handling procedure; the person is to be advised that they have the right to refer the matter to any external authority/agency that may be relevant to their complaint.

The following external agencies are nominated in the first instance as relevant points of referral the person may consider:

- In relation to consumer related issues, the person may refer their complaint to the NSW Fair Trading.
- In relation to the delivery of training and assessment services, the person may refer their complaint to the National Training Complaints Hotline via the following phone number: 13 38 73 or visit the website at https://www.dewr.gov.au/national-training-complaints-hotline
- In relation to matters relating to privacy, the person may refer their complaint to the Office of the Australian Information Commissioner via the following details: https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint or call on1300 363 992.

External agencies will typically request a copy of any record of how the complaint was handled from the person. Precision Training Academy is to ensure that the person is provided with a written response that they may use for this purpose.

Policy and Procedure Appeals Handling

Precision Training Academy is committed to providing a fair and transparent appeals handling process.

What is an Appeal?
An appeal is where a client of an RTO, or other interested party, may dispute a decision made by the RTO. The decision made by the RTO may be an assessment decision or may be about any other aspect of the RTO's operations. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within twenty-eight (28) working days of the decision or finding being informed to the learner.

It is important to note that a learner may appeal any decision made by Precision Training Academy or a third-party providing services on Precision Training Academy's behalf. Contrary to the popular belief that appeal relates only to assessment decisions, appeals can relate to administrative decisions that Precision Training Academy may make. Examples of this include an appeal of a decision to deny a refund or to deny an application for credit transfer. As the process for handling assessment appeal compared with an appeal of an administrative decision is slightly different, this difference has been catered for within this policy with adjusted processes for both situations.

- The following is an extract from the P&P Appeals Handling – the full Policy and Procedure can be requested from the Precision Training Academy administration office.

Appeals Handling Procedure
Precision Training Academy will apply the following procedure to its appeals handling:

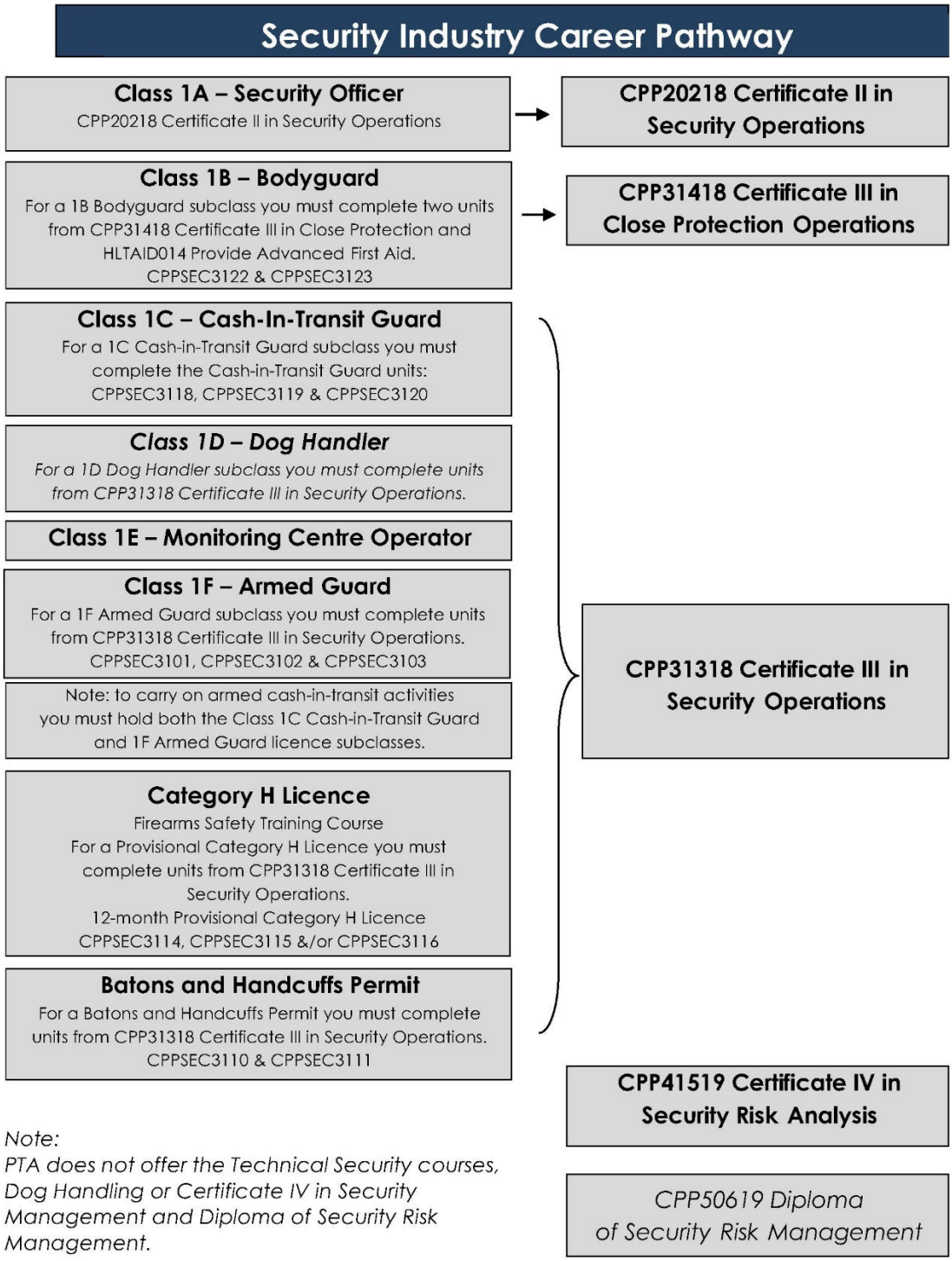
a) An appeal must be received in writing using the Request an Appeal of a Decision form. Appeals must be lodged within twenty-eight (28) working days of the decision or finding being informed by the person.
b) The complainant must be provided a written acknowledgement as soon as possible and no later than 24 hours from the time the appeal is received using the appeals written acknowledgment email template. The acknowledgement must inform the appellant that they will receive a written response within 14 days to explain the appeals handling process and the person's rights and obligations.
c) The appeal must be entered into the complaints and appeals register. The complaints and appeals register identify the appellant, relation with Precision Training Academy, nature of appeal, findings/outcomes, any links with the Continuous Improvement report and the dates received & closed. Prior to entering the appeals form into the register, check if the person has not already submitted an appeal, if it is accurately recorded or if it has been recorded as a subsequent contact.
d) The appeal is forwarded to the Chief Executive Office for review. The CEO will determine if the appeal requires further investigation or consultation (administrative appeal) or if the appellant is offered re-assessment with the option of additional training (assessment appeal).
e) The CEO will review the outcomes of the investigation/consultation and determine the appeal response within an acceptable timeframe. The CEO is to use the appeals response letter template to advise the appellant of the findings and outcomes.

f) Precision Training Academy shall maintain the enrolment of the appellant during the appeals handling process.
g) Decisions or outcomes of the appeals handling process that find in favour of the learner shall be implemented immediately. If this is an assessment appeal, the candidate may agree to additional training whereby Precision Training Academy must provide this to the candidate and re-assessment must be completed. If the candidate is deemed not competent after re-assessment, they must meet with the Precision Training Academy Chief Executive Officer to discuss the assessment process and outcome.
h) The appellant is entitled to be heard with access to all relevant information and with the right of reply ensuring natural justice and procedural fairness is applied at every stage of the appeals process. If the appellant is dissatisfied with the appeal decision, they are to be referred to the complaints handling process.
i) Precision Training Academy must request written acknowledgement from the appellant once the appeal has been determined.
j) Appeals handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.
k) The appellant must be accurately updated and recorded in the Complaints and Appeals Register.

Security Industry Career Study Pathways

NSW Security Licencing

The further study pathways available to learners who undertake this qualification include:



Note:
PTA does not offer the Technical Security courses, Dog Handling or Certificate IV in Security Management and Diploma of Security Risk Management.

All other qualifications are on PTAs' Scope of Registration