

Student Information Handbook



Student Information Handbook

This handbook contains general information regarding conditions of enrolment and rules, which are designed to ensure everyone on the course is given their best opportunity to achieve success.

If there is anything in this handbook, which you do not understand or anything you wish to have clarified, please feel free to speak to any member of our friendly staff.

Enrolment

Before starting a course with the Australian Security Management Group you will need to complete and sign a confidential enrolment form. This enrolment form will request that you provide some personal information including your full legal name, home address and contact telephone numbers.

In addition, you will be asked questions regarding any medical conditions and literacy difficulties you may have, your residency status and criminal history. All personal information provided is subject to ASMG's Privacy Policy and the various privacy and related legislation and principles (except where government authorities have legal access). Furthermore, as a Registered Training Organization, we are bound to strictly comply with all AQTF standards.

Should you wish to have details of your results made available to a potential employer, you will need to provide sufficient identification and sign a release form.

Student Selection

In situations where it comes to an instructor's attention that any student may have difficulty reaching competency standards (e.g. inadequate literacy skills), the student will be approached by the instructor and alternatives will be discussed. When both parties are satisfied that a pathway to competency can be established the student can proceed with the course.

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Any individual applying to undertake a course with the Australian Security Management Group must fulfill the prerequisite requirements set for that particular course.

Recognition of Prior Learning / Current Competency

What is Recognition of Prior Learning/Current Competency (RPL or RCC)?

Students can apply for exemptions from units in courses where they can satisfactorily demonstrate that they have the skills or knowledge already. These skills or knowledge may have been obtained from prior study (especially in similar courses) or even from life experience. This type of recognition is also known as Recognition of Current Competencies (RCC).

The recognition of Prior Learning process is a way of recognizing these skill and prior learning. Obviously the prior learning must be relevant to a course of study offered by the Australian Security Management Group.

Applications for RPL

Apply to your course trainer or the Australian Security Management Group office. It is best to use the Australian Security Management Group RPL kit designed especially for each course. All requests for RPL must be made at least 5 working days prior to training.

Cost of RPL

An initial application fee of \$65.00 and then assessment of RPL/RCC will cost \$65.00 per hour of an assessor's time. This fee includes initial support, counseling and assistance in applying. The total cost including **issuing** certification will be at least 50% of the qualification, module or unit fee.

Evidence to support RPL Application

As part of its AQTF requirements the Australian Security Management Group must ensure that the RPL/RCC assessments comply with specific guidelines and are valid, reliable, fair and flexible.

You will have to provide satisfactory **documentation evidence** of your prior learning for **each unit** you claim exemption from, and be assessed by the instructors or a panel established by the Australian Security Management Group. This assessment can only commence **after the application fee** is paid.

You must have all the **certified photocopies of documentary evidence that you wish to produce** included in the application. All evidence should either be headed with your UNIT NAME AND NUMBER for which you are applying for RPL or a DOCUMENT NUMBER if the evidence will be used for exemption from more than one unit.

The documents for **each unit must clearly demonstrate** that you have completed the elements of the unit in your previous study, qualifications or work experience etc. Various units can refer to the same certificate or other evidence. You must consider each time whether the evidence obviously satisfies the elements of each unit. If not, you must write an explanation of how the document satisfies the element or unit.

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You should always include a **brief CV or resume** as well which outline your experience as well. This will be your secondary evidence that will be used to “fill in the gaps” in some units.

Layout

The easiest applications for RPL are those that are done in the following format:

- Number each letter or documentary form of evidence.
- Attach the evidence documents in order at the end of this application.
- If possible **place the application in a folder** and each numbered document with a divider.
- Refer to the documents by number- it saves a lot of writing eg “see document 1”
- Documents include: statements of service, pay slips, certificates, CV or resume, photographs, tax returns, copies of reports, statements and court reports/transcripts.

NOTE: Just think of the application from our point of view. We don't know you, so will reading your CV and the proof of the RPL components with the documents etc. satisfy us – would you then accept the application as proof of the applicant having satisfied the requirements for that unit?

Award

In the event that you are successful, you will not have to complete the unit you have been exempted from. This means that you will not be graded by ASMG for that unit, but will be recognized as having completed that unit.

RPL Process

The process of application commences with the completion of a Course Application Form/code of Practice and a self-assessment checklist to ascertain if there is any necessity to complete the RPL/RCC process. Should the candidate feel that they have sufficient evidence to support an RPL/RCC application after the self assessment checklist has been completed, they should complete the RPL/RCC application form and compile their accompanying dossier/evidence and forward it to the Australian Security Management Group for assessment.

On receipt of the application the Australian Security Management Group will send the following completed documents to our Quality Manager or other member of qualified member of staff for assessment:

- Application form
- Self-Assessment checklist
- RPL/RCC Application form
- Evidence to support Application (must be certified as true copies of originals)
- Any other relevant documentation

The Quality Manager or other member of qualified staff will contact any relevant referees, past employers etc. and the candidate for verification of any issues arising from the assessment.

The assessor will complete an assessment summary and send the file back to the administration section for certification or to notify the candidate of any units/evidence they may have to complete to comply with requirements.

Appeal

If you are unsuccessful and you believe you have grounds to appeal your result you may commence the process by completing the *Appeals and Complaints form* and should be directed to the Quality Manager / Business Manager.

The appeal will be heard by an independent facilitator(i.e. not the course assessor or instructor). The independent facilitator will assess the appeal on its merits and may request a meeting with the aggrieved candidate or request further information regarding the complaint. The facilitator will respond within 14 days of receipt of the appeal application and will give an appellant 14 days to respond or reply. The facilitator will assess the evidence and make a ruling and notify the appellant of the outcome in writing within 14 days.

The outcome may include one or more of the following for the Complainant:

- mediation/conciliation conference
- monitoring of particular behaviour
- further training
- overturning the original decision
- counselling

The independent facilitator's decision can be appealed by lodging *Appeals and Complaints form*. The manager or delegate will have the opportunity to appeal to an appeal panel or the Australian Security Management Group's Manager. The manager or delegate will notify the aggrieved of the members of the appeal panel within 14 days. The appeals panel will convene and assess the appeal on its merits and may request a meeting with the appeal candidate or request further information regarding the complaint. The appeals panel will respond within 14 days of receipt of the complaints application and will give the aggrieved 14 days to respond or reply. The appeals panel will assess the evidence and make a ruling and notify the aggrieved of the outcome in writing within 14 days.

The outcome may include one or more of the following for the aggrieved:

- mediation/conciliation conference
- monitoring of particular behaviour
- further training
- overturning the original decision
- counselling

Direct Credit Transfer

The Australian Security Management Group will recognise any statement of Attainment, Academic Record or Qualification from a Nationally Recognized course or Training Package that is issued by any Registered Training Organisation. Any applications for Direct Credit Transfer should be made

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on or at enrolment. Certified copies of original documents will be required as per the published Recognition of Prior Learning/ Recognition of current Competency policy.

Online & Distance Learning

Online and distance learning may be an option for individuals who have previous experience and underpinning knowledge. Some face-to-face training sessions will still need to be attended.

Flexible Learning and Assessment

Where it is established that an individual has special needs, the Australian Security Management Group will endeavour to cater for them by making adjustments to the learning and assessment process. In situations where the course timetable does not suit an individual's schedule, provisions can be made to allow the student to undertake affected units on another course.

Australian Quality Framework

Courses conducted by the Australian Security Management Group, which comply with the Australian Quality Framework.

The Standard will show a course-identifying prefix on all literature;

e.g. HLTF201A – Provide basic emergency life support

Access and Equity

Access and Equity is about achieving equality for all our clients whilst recognising there may be individual needs or differences between them. This means, the Australian Security Management Group and its staff are mindful of the specific needs of every client including language, literacy and numeracy, and various supports persons might need. At all times we seek to provide consistency. Thus students need to contact the Australian Security Management Group before enrolment to discuss any issues that require adjustments to facilitate learning.

Support and Guidance Services

All the Australian Security Management Group staff members will assist clients in accessing support, welfare or guidance services where an issue is outside the relative expertise of the Australian Security Management Group's staff. In any case where the matter at hand cannot be dealt with immediately, it will be made a priority and addressed as soon as possible. Any referral will be in accordance with our Privacy Policy that seeks to protect the interests of all parties including the trainee/client.

Payment of fees

Fees must be paid by or on the first day of the course.

NB: If you decide to discontinue the course for any reason from the first day of commencement, the full amount of the course will still be charged and all expenses occurred will be payable by the applicant.

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Refunds

- Refunds shall only be authorised by the Finance Manager.
- Refunds shall only be considered upon receipt of a written request.

Refunds shall only be considered in the following situations:

- The Australian Security Management Group reserves the right to cancel or postpone programs. Enrolled students will be given at least 7 days' notice in the advent of a course being postponed or cancelled. Where cancellation of a course occurs, a full refund will be issued.
- Where a student submits a request in writing for refund over 14 days prior to commencement of a course a full refund will be issued minus the cost of any course materials supplied.
- Where a student submits a request in writing for refund between 7 and 14 days prior to commencement of a course a 75% refund will apply minus the cost of any course materials supplied.
- Where a student submits a request in writing for refund between 2 and 7 days prior to the commencement of a course a 50% refund will apply minus the cost of any course materials supplied.

Non-Refund of Fees

- Where a student submits a request in writing for refund less than 2 days prior to the commencement of a course no refund will be issued.

Where a student cancels and has not made payment for a course, the Australian Security Management Group reserves the right to recover monies as follows:

- More than 14 days prior to commencement no payment is required.
- A payment of 25% is due and payable if notice of cancellation is given between 7 and 14 days.
- Where notice of less than seven (7) days is given, 100% of the course fees are payable.

Transfer of Payments to Other Courses

Funds are transferable to other courses at the discretion of the Executive Director. The cost of this transfer to another course is at no extra cost. The requirement is that it is transferred no later than 48 hours prior to course commencement. If you transfer more than once, you will be charged \$50 per transfer. If the Australian Security Management Group cancels a course, a full refund will be issued or you can choose to transfer to another course.

Complaints, Appeals Corrective Action Record

Any issues relating to Appeals and Complaints must have completed an *Appeals and Complaints form* and should be directed to the Quality Manager. The matter will be dealt with by the Quality Manager or authorized member of staff with the relevant authority, preferable within 24 hours. If you are not satisfied with the outcome you should contact the Office of Training and Tertiary Education.

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Disciplinary Procedure

Since a level of discipline is necessary to properly conduct training sessions, the Australian Security Management Group insists all clients abide by a code of conduct. This means that no person is permitted to behave in a manner, which is disruptive to others or which could bring the Australian Security Management Group into disrepute. Trainees are expected to dress and act in an appropriate manner whilst attending all training sessions. This means respecting other people, cultures and religion, not using coarse language or in the presence of others, and being courteous.

Should a trainer consider a student's behaviour to be unacceptable, he/she will issue a general warning. Should the situation continues, those considered offenders will be asked directly to amend their behaviour and warned that a continuation of the behaviour will lead to their dismissal from the class.

If the offender/s continue/s to distract the trainer and /or the class, they will be instructed to leave. They will not be entitled to any refund. If the offender/s believe/s the disciplinary action taken against them is unjust, they may appeal. To initiate this action, the offender/s must bring the appeal to the attention of the administration staff and the Quality Manager.

If a person is considered to have acted inappropriately during a test, they will be deemed to have failed and test and will be offered an opportunity to resit the test at a later date.

Incidents of serious misconduct will amount to exclusion from training. Serious conduct means theft, assault, being under the influence or liquor or a drug, or causing risk of injury or of a dangerous event happening. Serious misconduct will be dealt strictly in accordance with the relevant State and Commonwealth law.

Sexual & Gender Based Harassment Policy & Procedures

The Australian Security Management Group has adopted a policy on Equal Opportunity to reflect its commitment to equal opportunity and freedom from all forms of discrimination in education and employment, as determined by legislation.

The Australian Security Management Group recognises that right of all students and staff to work and/or study in an environment free from sexual and gender-based harassment. Sexual harassment and discrimination on the basis of sex are unlawful and unacceptable within the Australian Security Management Group.

The Australian Security Management Group acknowledges its responsibility to take prompt and effective action to deal with complaints of sexual and gender-based harassment and to ensure that all people involved in the complaint, including the complainant, the person complained about and witnesses are treated fairly.

The Australian Security Management Group will do everything in its power to ensure that people are not victimized in any way. It also recognizes the responsibility of managers to take a proactive role in dealing with any manifestation of sexual and gender-based harassment in accordance with its policy.

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What is Harassment?

Harassment is a form of discrimination, it can be seen as any offensive social behaviour or where any behaviour is personally offensive, humiliating or distressing to the recipient.

What is Sexual Harassment?

Sexual harassment is any form of offensive sexual attention that is uninvited and unwelcomed. It may be a single incident or a pattern of unwelcomed suggestive thought or behaviour.

Sexual harassment can range from one or more of the following:

- Inappropriate remarks with sexual connotations
- Sexual jokes
- The display of offensive materials
- Staring, leering, offensive gestures
- Inappropriate posturing
- Comments about another persons sexual conduct or private relationships
- Persistent unwelcome invitations
- Requests for sexual favours
- Offensive communications- written/telephone/ electronic or other
- Unnecessary close physical proximity
- Unwelcome physical conduct and contact
- Actual molestation

Sexual assault

What is Gender-Based Harassment?

Gender-based harassment is any conduct that is unwelcome that is specific to a person on the basis of gender. Again this can be an isolated/ single incident or a pattern of unwelcomed behaviour thus constituting unlawful discrimination where the person is treated less favourably than the other based on their gender.

Gender-based harassment can range from one or more of the following:

- Unwelcomed comments regarding a person's gender
- Any materials such as written or pictorial towards person's gender
- Negative behaviour i.e. Intimidation/bullying/ exclusion based on gender
- Assumptions based on gender/values/cultures/behaviours

Course Information

Course information including content and vocational outcomes can be viewed in our course brochure or by our web site www.asmg.com.au. The information will also include start times, venue details, course duration, delivery and assessment methods.

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As a registered training organisation, the Australian Security Management Group delivers the following nationally accredited course qualifications;

- HLTCPR201A – Perform CPR
- HLTF201A – Provide Basic Emergency Life Support
- HLTF301B – Apply First Aid
- CPP020207 - Certificate II in Security Operations Crowd Control
- CPP020207 – Certificate III in Security Operations Unarmed Guard

including the following Nationally accredited course unit;

- PUAOPE010A - Operate a semi automatic defibrillator in an emergency

Location of Course

The Australian Security Management Group currently has permanent locations for training, delivery and assessment. Application can be made for training to be conducted on clients premises if required.

Australian Security Management Group

29 Barrie Road,
Tullamarine,
Victoria. 3043.

Course Objectives

The aim of this course is to develop a student's competence in providing emergency first aid. This includes the ability to respond to first aid situations, casualty assessment, decision-making, referral and basic life support functions including rescue breathing and cardio pulmonary resuscitation.

Language, Literacy and Numeracy

Access for training must be equal for all trainees, and the Australian Security Management Group will not discriminate based on LLN. Where levels are extremely low, the Australian Security Management Group will provide information on where a trainee can obtain assistance with their LLN issue. Ultimately it is the choice of a trainee as to whether or not they proceed with the enrolment.

Course Procedures

Plases read the following details carefully:

Attendance

- Our class utilizes competency based training, therefore class attendance is very important. Failure to attend regularly may result in a student not achieving competency as a result, not successfully completing the course.
- If you are absent for a day or part of the day, you must make arrangements with administration staff to catch up on the missed work.

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- In order to be marked present, you must attend class punctually and stay for the entire class. Duration of the classes varies, however, the course instructors will ensure that the schedules timetable is adhered to. Any offsite training will be arranged in consultation with the class and during class time if possible.
- If you are absent from class it is your responsibility to catch up on missed work, collect handouts and if necessary reschedule your attendance for the missed sessions through student administration.

Submission of Work

- Assignments are to be submitted to the appropriate instructor by the due date. You should keep a copy of all assignment work submitted.
- An extension of time for submitting work may be requested in writing before the due date. Any request for an extension should be made to the instructor of the course you are enrolled into.
- Trainers are not obligated to accept late work without an extension request.
- Submitted work must be neat and legible.

Progress

- It is the participant's responsibility to ensure that specific assessment tasks are completed, to check corrected work and negotiate times for any retesting, submission of work that may be necessary.
- Some course/units have prerequisite units. Participants must complete all prerequisite courses/units prior to commencing subsequent units.
- It is the participant's responsibility to determine course results before receiving or statements of attainment.
- If you wish to withdraw or transfer from the course or any units of the course, you should discuss this with the Australian Security Management Group administration staff.

Assessment – Achieving Performance Criteria

- Each course unit has its own performance criteria, which you must demonstrate having achieved in order to complete that unit and be deemed competent.
- Performance criteria are achieved by completing tasks that are assessed by 100% class attendance and participation, tests, assignments, practical work and exercises.
- If classes covering essential work are missed, a medical certificate or other documentation providing reason for your absence must be supplied in order to qualify for special consideration.

**ALL PERFORMANCE CRITERIA MUST BE ACHIEVED FOR SATISFACTORY
COMPLETION OF A UNIT.**

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Theoretical assessment

- Adequate warning of the date of tests will be given. If you are absent, you must reschedule a suitable time to sit the test at a later date.
- In a situation where you are found Not Yet Competent in a particular test, you must reschedule a time to resit the test.
- Resiting of particular sections may be required though an overall mark has been achieved.
- Assignments/workbooks should be submitted on or before the due date.
- An extension of time for submitting may be requested in writing before the due date. A request for a time extension should be handed to the unit trainer.
- Submitted work must be neat and legible.
- Where assignment work is deemed not satisfactory, it may be resubmitted a maximum of two (2) times in order to achieve a satisfactory standard. If you are still deemed Not Yet Competent, you will be asked to re-attend the relevant unit again.
- Where an assessment is deemed not satisfactory, it may be resubmitted a maximum of two (2) times in order to achieve a satisfactory standard. If you are still deemed Not Yet Competent, you will be asked to re-attend the relevant unit again.

Practical exercises

Participation in practical exercises and activities that enable you to apply your knowledge is an important part of your studies and allows you to demonstrate your competence. Class attendance for these activities is mandatory. A medical certificate or other documentation providing reason for any absence should be supplied and alternative arrangements negotiated with the trainer.

Results

Some units may be assessed but not graded; others will be assessed and graded. At the commencement of each unit you will be informed as to the type of assessment to be conducted and the assessment schedule used.

Results abbreviations:

- **C** = Graded Competent
- **NYC** = Graded Not Yet Competent
- **C/C** = Current Competency

Your results will be available for viewing after assessment has been completed.

Graduation

All course requirements must be met in order to receive your qualification. This includes 100% attendance and satisfactory completion of all theoretical and practical assessments.

Certificates will be distributed within 72 hours following the course completion if all requirements have been met.

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Timetables

Timetables are presented to participants as part of the course enrolment and introduction. Timetables may be subject to change depending upon trainer availability or insufficient numbers to deliver a course for its effectiveness.

Australian Security Management Group Information

The Australian Security Management Group are committed to:

- Treating all students with courtesy and respect;
- Providing professional and understanding trainers, with high levels of specialist knowledge;
- Providing a safe and secure environment conducive to learning;
- Reviewing and continuously upgrading our equipment;
- Providing access to and assistance with an appropriate range of learning resources;
- Actively providing learning opportunities for students with special needs or for those from a minority group;
- Delivering a broad range of up-to-date courses that emphasise practical and vocational learning outcomes;
- Providing a timely advise on courses, careers, recognition of prior learning and mutual recognition;
- Conducting a suitable orientation processes and providing clear guidelines on the scope and assessment expectations of each unit at its commencement;
- Encouraging students feedback in order to identify needs and continuous improve services; and
- Encouraging students to strive for excellence in their achievement of vocational skills.

Privacy Management Policy

Statement

The Australian Security Management Group is committed to the Privacy Act and the new National Privacy Principles. We believe that people's privacy is important and have in place protocols and procedures that assist us in following government guidelines as well as legislation.

The Australian Security Management Group may, from time to time, review and update this Privacy Policy to take into account new laws and technology, changes to the operations and practices of The Australian Security Management Group, and to make sure it remains appropriate to the changing environment.

Information Collected

The type of information the Australian Security Management Group collects and holds includes personal information, including sensitive information, about:

- Students and/or guardians before, during and after the duration of a student's enrolment
- Job applicants, staff members, volunteers and contractors
- Other people who come into contact with the Australian Security Management Group

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Personal Information

The Australian Security Management Group will collect personal information held about an individual by way of forms filled out by students, face-to-face meetings and interviews, and telephone calls.

Exceptions

Under the Privacy Act, the National Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to the Australian Security Management Group's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between The Australian Security Management Group and the employee.

Use of Personal Information

The Australian Security Management Group will use personal information it collects for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which a person has consented.

Students

In relation to personal information of students, The Australian Security Management Group's primary purpose of collection is to enable the Australian Security Management Group to provide training for the student. This includes satisfying the needs of the student throughout the whole period the student is enrolled.

The purposes for which the Australian Security Management Group uses personal information of students include:

- Daily administration
- Satisfying the Australian Security Management Group's legal obligations and allow it to discharge its duty of care

In some cases where the Australian Security Management Group requests personal information about a student, if the information requested is not obtained, the Australian Security Management Group may be unable to enrol or continue the enrolment of the student.

Marketing

The Australian Security Management Group treats marketing for the future growth and development of the Australian Security Management Group as an important part of ensuring that it continues to be a quality learning environment in which both students and staff thrive.

Clients, staff, contractors and other members of the wider community may from time to time receive publications, such as newsletters and magazines, which include personal information.

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Disclosure of Personal Information

The Australian Security Management Group will not disclose personal information about any individual without first obtaining the written consent of the individual.

Treatment of Sensitive Information

In referring to 'sensitive information', The Australian Security Management Group means information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record, that is also personal information, and health information about an individual.

Sensitive information will be used and disclosed only for the purpose for which it was provided, or a directly related secondary purpose, unless the person otherwise agrees, or the use or disclosure of the sensitive information is allowed by law.

Security of Personal Information

The Australian Security Management Group's staff are required to respect the confidentiality of students and parents personal information and the privacy of individuals.

The Australian Security Management Group has in place steps to protect the personal information it holds from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password protected access rights to computerised records.

Updating Personal Information

The Australian Security Management Group endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information by contacting reception at any time

The National Privacy Principles require The Australian Security Management Group to not store personal information longer than necessary.

Checking Personal Information

Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information that the Australian Security Management Group holds about them and to advise of any perceived inaccuracy. There are some exceptions to this right set out in the Act. Students under 18 years of age will generally have access to their personal information through their parents, but older students may seek access themselves.

To make a request to access any information The Australian Security Management Group holds about a student, please contact the Executive Director in writing.

The Australian Security Management Group may require verification of identity and specify what information is required. The Australian Security Management Group may also charge a fee to cover the cost of verifying an application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, the Australian Security Management Group will advise the likely cost in advance.

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Enquiries

Further clarification about the way the Australian Security Management Group manages the personal information it holds, should be directed to the Director.

Complaints Procedure

Any issues relating to Appeals and Complaints must have completed an *Appeals and Complaints form* and should be directed to the Quality Manager.

Privacy issues can be discussed with the Business Manager, if necessary, on a confidential basis. If an individual believes that their privacy has been breached, a complaint may be made in writing to the Business Manager. In order to enable such a complaint to be properly investigated, it should identify the person whose privacy appears to have been breached. Anonymous complaints will not be dealt with.

An investigation will be conducted in consultation with the relevant Facilitator/Staff member. The Business Manager will have the final responsibility for resolving the complaint. If you are not satisfied with the outcome you should contact the Office of Training and Tertiary Education.

Further Information

General enquiries concerning the application of this policy may be directed to the Business Manager in the first instance.

Student Charter - Rights, Responsibilities and General Obligations

The Student Charter sets out the rights and responsibilities of participants in relation to training with the Australian Security Management Group.

The Australian Security Management Group plays an important role in the commitment to the direction, transmission, preservation and application of knowledge and skills. We have a particular interest for fostering lifelong learning for the professional workforce. We place high value on the quality of teaching and learning, research and on personal institutional integrity.

Your Rights

In pursuing its mission, the Australian Security Management Group recognises the rights of its students:

- To experience high quality teaching;
- To expect that learning experiences provided will be challenging and stimulating;
- To expect that the course content to be up-to-date;
- To be treated with respect and courtesy by staff and fellow students, in an environment free from harassment;
- To know what is expected of them in each area of study;
- To know when and how their work will be assessed;
- To receive fair, timely and useful feedback on their performance and progress;
- To have a say about the value, relevance and effectiveness of their academic programs and the teaching they experience;

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- To be informed about how their view will be taken into consideration on enhancing the teaching and content of programs;
- To have predictable and reasonable access to staff;
- To have access to supportive staff who are able to assist them in times of need;
- To have access to quality facilities and resources necessary for achievement of their training goals;
- To expect that courses satisfy the requirements of relevant authorities and organizations;
- To be excluded from activities that far exceed the physical or medial capabilities of the student;
- To learn in an environment free from prejudice, discrimination and harassment;
- To have access to adequate procedures for dealing with grievances;

Your Responsibilities

In exercising your rights, the Australian Security Management Group's students are expected to accept the following responsibilities:

- To enforce and extend to all students the reciprocal rights above;
- To participate in the range of experiences which makeup their course of training
- To become self-motivated and self directed learners
- To prepare for class and be on time
- To make the best of opportunities the Australian Security Management Group provides
- To be professional, punctual, honest and carry out their duties fairly and efficiently;
- To submit work which is their own
- To provide to the instructing staff, feedback which is honest and fair;
- To treat fellow students and staff with openness, honesty and courtesy;
- To enhance the learning experience of other students by participating in a positive and learning in a conducive environment
- To respect and be courteous to staff, other students and members of the public that they may meet;
- To respect the property of other students, and the Australian Security Management Group
- To behave at all times in such a way that does not bring the Australian Security Management Group into disrepute;
- To abide to all lawful instructions given by staff;
- To disclose all details which may be relevant to the instructing staff's decision to include students in certain activities and /or the course;
- To notify staff immediately of any medical or health condition old or otherwise that will inhibit or restrict them carrying out the training described by the instructor;
- To notify staff immediately of any medical or health condition old or otherwise that will inhibit or restrict them carrying out the training described by the instructor;
- To advise the instructors prior to participating in activities of injuries a student has had in the past or has sustained, so as an informed decision can be made by both parties on whether that student's participation will be allowed ; and
- To take responsibility for the safety and welfare of all students, staff and public and not engage in conduct that may impede on the safety and welfare of all students, staff and the public.

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General Obligations

- To accept and be bound by the above student charter and fulfil the responsibilities outlined;
- To accept and be bound by any credit or payment arrangements that has been entered into by the Australian Security Management Group and that particular student, and that they take full responsibility for any dept;
- To understand that they will not receive any certificate or attainment until all outstanding monies are paid in full and all the assigned assessment is completed;
- To understand that if paying a final payment via cheque the Australian Security Management Group has the right to hold onto any certificate until a financial institution has cleared payment;
- To authorize and consent to the video surveillance of students during the course being undertaken and that if required the information gathered may be used by an authorized agent; and
- To understand and accept that if a student does not adhere to any responsibility or obligation set out here within that they may be asked to leave the Australian Security Management Group, resulting in the termination of their participation in a course of training.

Please Note:

All clients are advised to take care of valuables, the Australian Security Management Group cannot be held responsible for any personal items which are lost, or taken, which left unattended on the premises.