

Interested in training with Affirm Training?  
You need to read this.

# AFFIRM training

Candidate (Student)  
Pre-Enrolment Information



Health & Safety  
AS 4801

SAI GLOBAL



Environment  
ISO 14001

SAI GLOBAL



Quality  
ISO 9001

SAI GLOBAL

**AFFIRM**  
TRAINING



# Candidate (Student) Pre-Enrolment Information

## SUPPORT

Affirm Training has appropriate support services for all of its stakeholders, including referral to specialist practitioners where relevant.

Please contact Affirm Training General Manager to access support services.

## FEEDBACK AND CONTINUOUS IMPROVEMENT

Affirm Training appreciates your feedback and is committed to responding to any contribution that can improve our service levels.

We will review your feedback, respect your contribution, analyse the content, and where relevant use this information as the basis for change to continuously improve our services.

All feedback is treated confidentially and may be submitted directly to any ACES representative or directly to Affirm Training Services Manager via email – info@affirmtraining.com.au

## PRE-ENROLMENT INFORMATION CHECKLIST

- selection, enrolment procedures
- induction / orientation procedures
- course information, including content and vocational outcomes
- fees and charges, including refunds
- provision for language literacy and numeracy assessment
- client support (including referral to external support)
- flexible learning and assessment procedures
- complaints and appeals procedures
- disciplinary procedures
- access and equity and responsible staff
- assessment principles including recognition of prior learning and credit transfer

This brochure provides information to help you access courses and services provided by the training arm of Australian Concert and Entertainment Security Pty Ltd (ACES) – Affirm Training RTO 90024.

It is important that you read this information carefully prior to your enrolment.

Affirm Training provides an opportunity for a pre-enrolment / enrolment interview for all potential candidates so that you can obtain more information prior to finalising enrolment and so we can ensure you are enrolling in a course and we are providing a service that will provide you with the best vocational outcomes.

Affirm Training is a Registered Training Organisation [RTO] and meets the requirements of the National VET Regulation standards for Registered Training Organisations, regulated by the Australian Skills Quality Authority [ASQA]. Affirm Training is also approved to conduct Security Industry Training and selected NSW WorkCover courses.

If you believe you have not been provided with sufficient information please contact Affirm Training for more information.

## Affirm Training Administration

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E: info@affirmtraining.com.au

W: www.acesecurity.com.au/training

Australian Concert & Entertainment Security P/L  
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RTO #90024  
ABN 16 002 990 794 | ABN 16 002 990 794

*Every effort has been made to ensure the content of this brochure is correct as at 25 June 2013.*

*ACES reserves the right to alter policies at any time without prior notice. Policies are only partially reproduced in this brochure.*

*Please contact Affirm Training to check currency of information and to obtain additional detail.*

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NTIS 90024



## GENERAL COURSE INFORMATION

### SELECTING A COURSE

Affirm Training publishes a course information brochure for each course it offers. This provides essential information regarding the course. Reading and understanding this information is important to selecting the course which provides you with the best outcomes. Each course has a minimum entry requirement that must be met to be eligible for entry. Security courses also have specific requirements for assessment of Language Literacy and Numeracy [LLN].

### STUDY OPTIONS AND FLEXIBILITY

Affirm Training offers a range of study options that respond flexibly to your needs and preferences including study and support options that meet a range of learning needs. Flexible study options may include face to face classes, external study, online delivery, workplace training and assessment.

Course programmes, schedules, training delivery method and assessment strategies are individually tailored to suit your requirements. Ways that you can study flexibly include full or part time, at home or on the job.

There are some restrictions for particular units of competency that may form certain qualifications:

1. All Cert II-III Security qualifications have mandated hours
2. Distance learning is not offered for Cert II-III Security qualifications.
3. First Aid training is required by the training package assessment criteria to be delivered face-to-face.
4. Work Safely in the Construction Industry must be delivered face-to-face in accordance with the conditions of NSW WorkCover.
5. In NSW Responsible Service of Alcohol training must be delivered face-to-face to gain an OLGR competency card.
6. Some qualifications and units of competency require simulated environments and on-the-job assessment. For more detailed information on the training you are interested in should be directed to the Training Services Manager at 02 9699-7711.

### QUALIFICATIONS AND SOA

If you complete an accredited qualification under the Australian Qualifications Framework, you will receive a Qualification Certificate. If you complete a unit of competence from a Training Package or an Accredited Course you will receive a Statement of Attainment [SOA]. In both cases you will also receive a Testamur which provides more details on your qualification or SOA.

Affirm Training is required to maintain records of your training outcomes for 30 years.

### SCOPE OF REGISTRATION

For up-to-date details on the qualifications, accredited courses and units of competency Affirm Training are currently registered to deliver can be found on the National Register - please refer to training.gov.au.

## STUDENT ENROLMENT

### Enrolment

Affirm Training has an enrolment policy and process. When you complete the enrolment form you are acknowledging that you have received this Pre-course Enrolment Information and have been provided the opportunity to review any related documents or materials.

It is important that you complete all components of the enrolment form and that in doing so you have carefully read and understood each part of the form.

The enrolment form offers the opportunity to notify Affirm of any specific training and support requirements you may have.

We encourage you to identify any disabilities or disadvantage during the enrolment interview or on the enrolment form so that we can organise support for you.

### Language Literacy and Numeracy (LLN)

Affirm Training provides assistance (internally and via referral) to assist clients/candidates improve their language, literacy and numeracy skills including programs designed to assist candidates with LLN in order to remain or progress in employment and address participants' employment and training needs.

Some Affirm training requires mandatory LLN assessment for entry, and LLN assessment will be undertaken prior to enrolment.

### Access to Records

All candidates/clients are entitled to have timely access to current and accurate records of their participation and progress. You may request access to your records at any time. Access will be documented in our records management system and records made available to you. You can request access to your training and assessment records via your Trainer/Assessor or directly with Affirm Training Services Manager info@affirmtraining.com.au

### FEES

Each course/qualification has a published fee which is available prior to enrolment.

The fees vary for each course, depending on the nature of the course, the materials required, the duration of the course, the cost of delivery of training etc.

Course fees in excess of \$1,000 will be coordinated through instalments with no more than \$1,000 being invoiced before commencement of training.

Details of all fees are included within a valid tax invoice.

### Refunds

Affirm has a fair and reasonable refund policy. There are specific criteria under which a refund may be granted which is detailed in Affirm's Fees Policy, including:

- Cancellations with greater than 14 days notice are eligible for full refund
- Withdrawals within 14 days are not eligible for refund
- Withdrawals after course commencement are not eligible for refund. SOAs will be issued where completion of a unit of competence has resulted.

If a refund is applicable, transfers to alternative courses or schedules are also offered.

Refunds will be considered outside this policy on the basis of unforeseen circumstances (eg. long term or serious illness or injury). All applications for refunds must be made in writing.

### Financial (Fees) Assistance

Affirm implements a range of systems to provide financial assistance and relief (including fees by instalment).

We can also refer you to organisations that may be able to assist with training financial support.

## EDUCATIONAL POLICIES

Affirm has extensive policies related to its training activities which are published and available for all stakeholders to access.

### Access and Equity

Affirm is committed to the provision of a safe and inclusive training environment that encourages and supports access and participation in learning to achieve learning outcomes.

If you require assistance because of a disability or disadvantage Affirm has appropriate systems to make reasonable adjustments for you.

Please identify any need for assistance to an Affirm trainer or to Affirm Training Services Manager 0402969508.

### Health and Safety

Affirm is committed to implementing effective risk management practices and to managing work health and safety and welfare issues affecting all of our stakeholders (employees, visitors, candidates and learners/trainees).

All stakeholders (including candidates/students) have a legal duty to take care and protect their own health and safety and to avoid adversely affecting the health and safety of others.

### Privacy

Affirm is required to collect and store personal information in order to administer candidate enquiries, applications, enrolments and to monitor your training progress, to provide training and assessment and others services. Affirm will ensure that information collected is appropriate for its services and will ensure it is only used for the purposes for which it is collected.

### Student Conduct

Affirm has a strong Code of Conduct which respects and values the rights of others. Whilst engaged in any Affirm training or related activities, clients and candidates must not act in any way that directly or indirectly hinders the participation and outcomes of other stakeholders or interferes with Affirm employees undertaking their duties for and on behalf of our stakeholders.

General principles include that everyone has the right to work and study in a safe and nurturing environment. General behavioural expectations include; demonstrated personal responsibility; commitment to training / learning; professional presentation standards; and reasonable care of property and equipment.

### Complaints and Appeals

Affirm has policies and procedures in place to ensure that all complaints are resolved efficiently and effectively, and in accordance with the Standards for NVR Registered Training Organisations 2015. It is important that candidates/clients and employees have a clear understanding of the steps involved in the Affirm Complaints, Grievance and Appeals Policy and you may request a copy of the complaints policy and handling procedures at any time. Disputes or grievances will be taken seriously, handled professionally and confidentially in order to achieve expedient resolution.

Complaints can be formal or informal. If you are not satisfied with the outcome of an informal complaint through mediation, you may lodge a formal written complaint which provides factual accounts of the issues or events. This will be acted on by the responsible ACES manager/s. You are also welcome to make a complaint with an external body including the National Training Complaints Hotline, telephone 1800 000 674 or ASQA on email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au) or phone 1300701801 or other government agency or regulator as relevant.

## RECOGNITION OF PRIOR EXPERIENCE OR STUDY

Affirm Training is committed to recognising the prior learning and knowledge of learners (enrolling, continuing and articulating). Recognition is a broad term that covers the types of recognition outlined below:

### Recognition of Prior Learning (RPL)

RPL is the acknowledgement of current skills and knowledge which has been gained from a range of experiences including work, study and general life experience. It is achieved through the assessment of evidence you provide against a set of criteria in a qualification (this is subject to fees).

Flexible study options and recognition reduce repetition of learning – so you may be able to complete your studies faster and in a way that suits your circumstances and commitments. (Some security qualifications have restrictions regarding RPL).

### National Recognition

National recognition (or mutual recognition) is the recognition that Affirm Training gives to qualifications /unit of competence issued by other Registered Training Organisations (RTOs) in Australia.

If you are eligible Affirm Training accepts qualifications and Statement of Attainment issued by other RTO's (this is not subject to fees).

### Credit Transfer

Credit transfer is the formal recognition that parts of some qualifications are equivalent in content and level to parts of others. Affirm Training will give credit where applicable on verified copies of qualifications from other Australian Registered Training Organisations.

### Articulation

Courses may articulate into other higher level qualifications. Course information sheets detail any specific articulation.