

## EDUCATIONAL POLICIES

ACES has extensive policies related to its training activities which are published and available for all stakeholders to access. Key policies which candidates/students are required to respect follow:

### Access and Equity

ACES 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 ACES has appropriate systems to make reasonable adjustments for you.

Please identify any need for assistance to ACES representative.

### Health and Safety

ACES is committed to implementing effective risk management practices and to managing occupational health and safety and welfare issues affecting all of our stakeholders (employees, visitors, candidates and the general public as visitors).

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.

There are a number of safety specific policies which must be adhered to, including:

### Privacy

ACES 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. ACES 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

ACES has a strong Code of Conduct which respects and values the rights of others. Whilst engaged in any ACES 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 ACES 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

ACES has appropriate policies and procedures in place to ensure that all complaints are resolved efficiently and effectively, and in accordance with National Quality Council policy. It is important that candidates/clients and employees have a clear understanding of the steps involved in ACES' 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 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 VETAB by email to vetab@det.nsw.edu.au or in writing to Locked Bag 21, Darlinghurst NSW 1300, or other government agency or regulator as relevant.

## SCOPE OF REGISTRATION

ACES is currently registered to provide;

### PROPERTY SERVICES [PRS07] for Security Licensing Purposes [CPP07 from 1<sup>st</sup> January 2010]

Diploma of Security and Risk Management PRS50103 Certificate I in Security Operations PRS10103  
Certificate II in Security Operations PRS20103  
Certificate III in Security Operations PRS30103  
Certificate IV in Security and Risk Management PRS40103  
+ 190NSW Certificate I in Security Operations (Pre-Licence)

### ENTERTAINMENT [CUE03]

Certificate III in Venues and Events (Customer Service) CUE30303  
Certificate IV in Venues and Events (Customer Service) CUE40403  
Diploma of Venues and Events CUE50403  
Diploma of Event Management THT50202  
Diploma of Event Management THT50203

### PROPERTY SERVICES [CPP07]

Certificate II in Security Operations CPP20207  
Certificate III in Security Operations CPP30407  
Certificate III in Technical Security CPP30507  
Certificate III in Investigative Services CPP30607  
Diploma of Security and Risk Management CPP50607 Certificate I in Security Operations CPP10107  
Certificate II in Technical Security CPP20307  
Certificate IV in Security and Risk Management CPP40707

### EVENTS, TOURISM, HOSPITALITY AND EVENTS [SIT07]

SIT30607 Certificate III in Events  
SIT50207 Diploma of Events

### BUSINESS SERVICES TRAINING PACKAGE [BSB07]

Certificate III in Occupational Health and Safety BSB30707  
Certificate IV in Occupational Health and Safety BSB41407  
Diploma of Occupational Health and Safety BSB51307

### COMMUNITY SAFETY, PUBLIC SAFETY [PUA00]

#### SOA PUA31404 Certificate III in Public Safety (Community Safety)

First Attack Emergency Identify, prevent and report potential workplace emergency situations PUAWER001A  
Emergency Induction Respond to workplace emergencies PUAWER004A  
First Attack Fire Confine small workplace emergencies PUAWER008A  
Emergency Warden  
Operate as part of an emergency control organisation PUAWER005A

Conduct briefings/debriefings PUAOPE004A  
Design and manage activities which exercise elements of emergency management PUAEOR005A  
Determine treatment strategies PUAEOR003A  
Establish and maintain the occupational health and safety system PUAOHS004A

Establish context and develop risk evaluation criteria PUAEOR001A  
Follow defined occupational health and safety policies and procedures PUAOHS001B

Identify, analyse and evaluate risk PUAEOR002A  
Lead, manage and develop teams PUATEA003A  
Manage and facilitate change PUAMAN006A  
Manage treatment strategy implementation PUAEOR004A  
Protect and preserve incident scene PUALAW001A  
Conduct initial investigation at incident scene PUALAW002A

SOA PUA41104 Certificate IV in Public Safety (Community Safety)  
Implement and monitor the organisation's occupational health and safety policies, procedures and processes PUAOHS003A

### HEALTH [HLT07]

SOA HLT21107 Certificate II in Emergency Medical Service First Response  
Senior First Aid Apply first aid HLTFA301B

### RETAIL [SIR07]

SOA SIR20207 Certificate II in Retail  
Minimise theft SIRXRSK001A

SOA SIR30207 Certificate III in Retail  
Maintain store safety SIRXOHS002A  
Maintain store security SIRXRSK002A  
Apply store security systems and procedures SIRXRSK003A

### PUBLIC SAFETY [PUA00] FIREFIGHTING AND EMERGENCY OPERATIONS]

SOA PUA20601 Certificate II in Public Safety (Firefighting and Emergency Operations)  
Operate a semi automatic defibrillator in an emergency PUAOPE010A

### HOSPITALITY, TOURISM HOSPITALITY AND EVENTS [SIT07]

SOA SIT20207 Certificate II in Hospitality  
RSA Provide responsible service of alcohol SITHFAB009A  
RSG Provide responsible gambling services SITHGAM006A

SOA SIT30407 Certificate III in Tourism (Visitor Information Services)  
Follow health, safety and security procedures SITXOHS001A  
Provide visitor information SITXCCS001A  
Apply point-of-sale handling procedures SIRXCCS001A

### OHS, CONSTRUCTION [CPC08]

SOA CPC10108 Certificate I in Construction  
OHS Induction for Construction Work safely in the construction industry  
CPCOHS1001A

### OCCUPATIONAL HEALTH AND SAFETY

OHS Consultation 90502NSW Course in OHS consultation

Interested in training with ACES?  
You need to read this.

# ACES training

## Candidate (Student) Pre-Enrolment Information



Quality  
ISO 9001  
SAI GLOBAL

# Candidate (Student) Pre-Enrolment Information

## SUPPORT

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

Please contact ACES Training Manager to access support services. As an alternative you may also contact ACES Human Resources Manager.

## FEEDBACK AND CONTINUOUS IMPROVEMENT

ACES appreciates your feedback and is committed to responding to any contribution regarding 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 ACES Compliance Manager via email - [compliance@acesecurity.com.au](mailto:compliance@acesecurity.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

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

**ACES Training Administration**  
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F: +612 96997755  
E: [training@acesecurity.com.au](mailto:training@acesecurity.com.au)  
W: [www.acesecurity.com.au/training](http://www.acesecurity.com.au/training)

Australian Concert & Entertainment Security P/L  
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NTIS ID #90024  
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*Every effort has been made to ensure the content of this brochure is correct as at January 2009.*

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

*Please contact ACES training to check currency of information and to obtain additional detail.*

This brochure provides information to help you access courses and services provided by Australian Concert and Entertainment Security Pty Ltd (ACES).

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

ACES 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.

ACES is a Registered Training Organisation [RTO] and meets the requirements of the Australian Quality Training Framework [AQTF]. ACES is registered in NSW by the Vocational Education and Training Authority Board [VETAB] and complies with its registration. ACES is also Approved to conduct Security Industry Training for its security training services.

## GENERAL COURSE INFORMATION

### SELECTING A COURSE

ACES publish a course information brochure for each course it offers. This provides you with 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 you must meet to be eligible for entry. Security courses also have specific requirements for assessment of Language Literacy and Numeracy [LLN].

### STUDY OPTIONS AND FLEXIBILITY

ACES offer 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. Recognition of prior learning is available for courses offered.

There are some restrictions for security candidates:

1. all Cert I-III security courses have mandated hours
2. Cert I classroom only training and assessment
3. distance learning is not offered Cert II-III.

### RECOGNITION OF PRIOR EXPERIENCE OR STUDY

ACES is committed to the promotion and practice of student recognition for all students (enrolling, continuing and articulation). Recognition is a broad term that covers the types of recognition outlined below:

#### Recognition of Prior Learning

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 restricted flexibility.

#### National Recognition

National recognition (or mutual recognition) is the recognition and acceptance by an RTO of qualifications /unit of competence gained under the Australian Quality Framework, issued by another RTO.

If you are eligible ACES accepts qualifications and SOA issued by other RTO's (this is not subject to fees for recognition for entry).

#### Credit Transfer

Credit transfer is the formal recognition that parts of some courses are equivalent in content and level to parts of others. ACES will recognise credit where applicable.

### 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.

ACES is required to maintain records of your training outcomes for 30 years. You may request access to your records or a copy of any qualification or SOA at any time. Request should be made directly to ACES Training Manager.

## Articulation

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

## STUDENT ENROLMENT

### Enrolment

ACES have an enrolment policy and process. This includes an enrolment interview and completion of enrolment forms. 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.

Some parts of the form enable ACES to support any specific training requirements you may have.

It is important and you are encouraged to identify any disabilities or disadvantage during the enrolment interview and on the enrolment form so that we can organise support for you.

### Language Literacy and Numeracy

ACES 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 ACES qualifications courses require 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 for all records directly with ACES Training Manager.

### FEES

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

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

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

### Refunds

ACES has a fair and reasonable refund policy. There is specific criteria under which a refund may be granted which is detailed in ACES 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 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

ACES 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.

Instalment and progress fees are payable if you withdraw from your course.