

# **Student Information Handout Booklet**

Certificate III Security Guarding  
Prssg30198

## **INTRODUCTION**

Thankyou for choosing our organisation to fulfil your security training needs. Our aim is to provide you with detailed training so that you can gain employment with in the Industry. Our training is competency based using clear methods of assessment that will be explained as we progress. We encourage your participation in all activities but most of all we want you to enjoy your time with us. Our will assist in any inquiries during the duration of the course so good luck and be your best.

## **BACKGROUND ON S.T.A.T**

S.T.A.T is an acronym for Security Tactics and Training. S.T.A.T and was started in March 2000.

Our current instructors have over 10 years experience in the industry with varying degrees of skills. Our instructors are accredited with the Vocation Education Training Accreditation Board (VETAB). The nationally recognised course codes for certificate II is PRSG20198 and for certificate III PRSG30198. Certificate III can not be completed without the completion of Certificate II. Our trainers hold the relevant Licences to teach the course(s) you will be completing.

Our aim is to provide a high level training package that will cover all your required components to help you gain your certificate II & III in security guarding.

Our staff drawing on their experiences in the security industry, have prepared the course lessons.

## **HOW DO I ENROL**

Simply turn up to our offices situated at suite 20/178 Queen Street St Marys. Our staff will provide you with the following: Our selection process is based on the following.

- You must be 18 year of age or close to it
- Be prepared to undergo a pre training criminal history check.
- Be an Australian Citizen must produce birth certificate **or**
- Have proof of residency papers (form 283) Certificate of Evidence of Residential Status. Available from Department of Immigration.
- Produce your drivers licence if available.
- Meet English speaking requirements.(covered in this booklet)

Staff will assist you in the following –

- Class allocation
- Rebooking
- Procedures and fees
- Refunds
- Issue of Qualifications/Certification
- Appeal & grievance procedures
- Student welfare and referral service
- Employer information
- Access & equity issues
- Replacement of books and associated fees.
- Any other inquiry you may have.

### **WHAT WILL I LEARN AT S.T.A.T**

You will be completing your certificate III in Security (guarding.) This course comprises of 3 Elective units. National Course Code PRSG30198. You may choose the units you wish to complete from the below listed. The most common are units .

PRSSG10A	<a href="#"><u>Screen baggage and people to minimise security risk</u></a>
PRSSG12A	<a href="#"><u>Provide for safety of persons</u></a>
PRSSG14A	<a href="#"><u>Maintain prisoner security during escort</u></a>
PRSSG16A	<a href="#"><u>Employ batons and handcuffs</u></a>
PRSSG19A	<a href="#"><u>Lead small teams</u></a>
PRSSG20A	<a href="#"><u>Interpret information from advanced security equipment</u></a>
PRSSG21A	<a href="#"><u>Operate central monitoring/communication station</u></a>
PRSSG22A	<a href="#"><u>Monitor field staff activity from control room</u></a>
PRSSG23A	<a href="#"><u>Operate security vehicle</u></a>
PRSSG24A	<a href="#"><u>Manage dogs for security patrols</u></a>
PRSSG26A	<a href="#"><u>Observe and monitor people</u></a>
PRSSG27A	<a href="#"><u>Manage occupational health and safety in the workplace</u></a>
PRSSG29A	<a href="#"><u>Use cultural awareness and understanding with colleagues and customers to improve working relationships</u></a>

Upon successful completion you will receive a Certificate III in Security Guarding.

### **RULES AND GUIDELINES**

You will be required to familiarise yourself with the following:

You must hold your Certificate II in Security Guarding.

The course is competency based. The course can be completed with in the class room or at your place of employment.

We recognise prior learning (RPL). (refer to page 4 for further details)

The course cost is \$350.

Our course is competency based, in your handbook you will easily see what competencies you will be required to fulfil. In the competency based training you will be assessed as either competent or not yet competent. Not yet competent does not mean, you have failed it only means that you have been assessed as not yet competent in that particular area. If you are deemed not yet competent then it will be explained to you as to why you have been assessed in this manner.

## **FLEXIBLE LEARNING & ASSESSMENT PROCEDURES**

Our course offers flexible learning outcomes and assessment procedures and is competency based. Your training & will involve, Role Plays, scenarios, group work, questions & answers, face to face lectures, videos & individual assessments. All assessments processes will be explained before and during your assessment. We will also inform of why we use the methods that we have chosen. Should you have any concerns regarding your assessment please feel free to ask staff.

The assessment process will apply to each module you complete through out the course. You will be assessed by the instructor using the methods above which are set against standards found in your competency record book. Assessment guidelines are set out in the Assessor information package and can be viewed at your request.

If you are deemed not yet competent in a particular area then you have a choice. You may repeat the module or modules. In some instances a re-booking fee may apply

## **REFUND POLICY**

A full refund will be afforded when you give us 7 days notice of your intention not to participate in the course. If you 7 days not given then \$30 booking fee will be charged. All cases considered on their merits.

## **PRIVACY POLICY**

Accept when over ridden by State or Federal Law we will not disclose any information about you to a third party without your expressed consent. All expressed consent will only be taken in the form of a written authority from you or any other arrangement as deemed suitable to you at the time. All correspondence will be entered into your student records.

## **PERSONAL RECORDS**

You are entitled to view your training records this can be done by making a request to staff attached to this organisation. Identification will be required.

## **RECOGNISED PRIOR LEARNING**

All new applicants must be informed of the process of RPL assessments. If the applicant wishes to proceed to RPL then they must provide us with the following evidence which will be assessed by instructing staff:

- References from prior employees outlining your duties, time of employment etc.
- Copies of certificates from other companies be they recognised from other training organistaions or internal courses completed within previous employment.
- The evidence must reflect the training they are undertaking
- Other supporting evidence.

The duration of RPL course will be dependant on the evidence produced but should not exceed 2 days. Total cost will also be determined on evidence produced but will not exceed \$300.

## **MUTUAL RECOGNITION**

Certificates and Statements of attainment from other Registered Training Organisations will be recognised.

## **FEES**

The course will be \$350. If done by way of an rpl assessment the course will not exceed \$300.

## **FIRST AID**

A first aid course can be completed at our premises. The course is run by a certified company, which will give your required first aid certificate. (Please note it is a requirement for you to have your first aid certificate before you can be issued with a security license.)

## **CODE OF PRACTICE**

A copy of our code of practice is available upon request. Copies are also available in the training rooms.

## **GRIEVANCE PROCEDURES**

### **COMPLAINTS OTHER THAN TRAINING & ASSESSMENT**

Should you have any grievance other than complaint that relates to assessment then the following will be asked of you. Put your complaint in writing and addressed to the Directors STAT. The matter will be assessed and you will be informed of the decision with 28 days of receipt of the notification.

We have a complaints book in place and all matters are followed up and acted on. Complaints are detrimental to our business and are treated seriously.

All grievances will be handled in the following manner if you are not satisfied with our action in relation to your complaint:

- 1) Each appellant will be given the opportunity to formally present their case.
- 2) Each appellant will be given a written statement on the outcome of their appeal, including reasons for the decisions

The only complaint we will not accept is where your application to complete the course is considered unfavourable by the NSW Police Department, which will conduct a background check on you.

### **TRAINING & ASSESSMENT**

If you feel you have been unfairly assessed then the following is available to you:

1. You can request more time and resit the units you have not been assessed as competent in. This will be at no cost to you. You may have the same assessor perform the assessment or you may request another staff member to assess you. If you are assessed not competent the second time then you may adopt the following.
2. We will have an independent assessor attend our premises to assess you in the areas you require to be assessed in. Please note you will be responsible for the payment of this assessor.
3. Each appellant will be given the opportunity to formally present their case
4. Each appellant will be given a written statement on the outcome of their appeal, including reasons for the decisions.

### **STUDENT QUESTIONNAIRE**

At the completion of this course we ask you to complete a questionnaire to assist us with our performance. This is entirely your decision but we ask for your cooperation as this assists us to see how we perform as an organisation.

## **CERTIFICATION**

At the completion of your course you will receive your certificate within 7 days which will then allow you to apply for your security license. An application form for your license can be obtained from our staff. You must fulfil all the course requirements before the certificate will be issued. You will not be issued with any certification if you have not paid for the course in full.

If you are unable to complete the full course then we will issue you with a statement of attainment for the modules you have successfully completed. You then may if you choose at a later date complete your outstanding modules.

## **LEGISLATIVE REQUIREMENTS**

By law we must adhere to the following legislation a copy of each Act is kept on site at our offices, should you be interested then you may ask to see copies and they will be produced upon request. Legislation that we have on hand is listed below:

Vetab Act 1990  
Security Industry Act 1997  
Anti Discrimination Act 1973  
Work Cover Amendment Act 2000.  
Crimes Act 1940  
Liquor Act 1982  
Fair Trading Act 1996

## **OCCUPATIONAL HEALTH & SAFETY**

During the course you will be required to participate in various scenarios, role plays etc. At all times staff will be conscious of OH&S requirements and these have been taken into consideration when planning such scenarios. How ever at any time should you feel uncomfortable or notice any problem you are advised to report the matter to the instructor, whom will then act immediately on the report.

## **WELFARE AND GUIDANCE**

Should you require any extra assistance or may have trouble paying the associated fees our staff may be able to assist you. We work in conjunction with certain employment providers who may be able to meet the cost of your training. To meet the requirements you would have to be on certain allowances from the Government and this will be explained upon request.

**ENGLISH SPEAKING POLICY**

All students must have an understanding of the English language. In saying this students must be at the level of ASLPR3.

They must be able to express ideas on all issues relevant to the learning experience.

Be able to paraphrase when discussing unfamiliar topics.

Speak English spontaneously.

Describe events, sequences of events in detail.

Construct complex sentences.

Any students who are not at the prescribed level should be directed to attend either

Adult Migrant English Program at Parramatta PH: 9689 3659

NSW Business & English Colleges PH: 9211 6288

Holmes Colleges PH: 9261 1400

Insearch Language Centre PH: 9262 2886

I have read the contents of this booklet and I am aware of my obligations, should I have any questions regarding any aspect of my training I will seek clarification on the issue.

Signed \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_