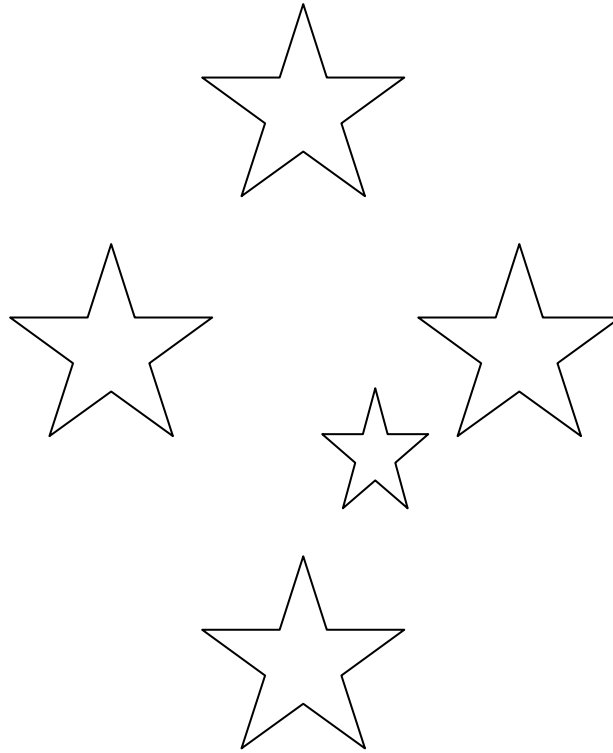


FIVE STAR SECURITY TRAINING



POLICY AND PROCEDURE MANUAL.

FIVE STAR SECURITY TRAINING

VISION STATEMENT

BY LEARNING TODAY WE IMPROVE OUR TOMORROWS

MISSION STATEMENT

The mission of Five Star Security Training is to provide our students with success in their studies. The learning will be provided in an atmosphere of mutual respect and trust. Every student will be inspired and challenged to learn, grow and accomplish their vocational goals. Students will be provided with a variety of educational opportunities that will develop their attitudes, behaviours, skills, and knowledge that will enable them to become confident, responsible, and economically productive security personnel.

TO FULFIL OUR MISSION

Five Star Security Training is committed to a strong and comprehensive training program along with a learning environment that enhances self-esteem and optimises each student's potential. It will develop a lifelong love of learning, build personal responsibility, and accentuate individual respect.

FUNDAMENTAL TO OUR MISSION

Is a commitment to the active involvement of a competent and caring staff, the effective management of resources, and a safe and orderly learning environment.

THE CORE VALUES OF THE FIVE STAR SECURITY TRAINING

HONOUR

We will value and honour individual diversity in our students.

HONESTY AND RESPECT

Honesty and open communication are the foundation for our professional relationships.

RESPONSIBILITY

We are responsible for the success of students.

OPTIMISM

We are committed to a positive attitude that enhances self-esteem for students and staff in order to achieve mutual goals.

COMMENCEMENT, IMPLEMENTATION AND REVIEW.

This policy and procedure manual will be reviewed and revised where necessary on an annual basis between June and July each year.

In addition the policy and procedure manual will be updated continually to incorporate the latest policy or legislative changes to State or Federal legislation that may impact on The Five Star School of Security Training.

When necessary a review and amendment to any particular policy will take place.

Any amendments made to the manual will be sent to all stakeholders initially by email and this will be followed up by a hard copy of the particular amendment.

All copies of the manual will be checked each six months to ensure that amendments have been added and this check will be shown in the amendments check page at the rear of the manual.

The policies contained in this manual are of equal importance and are not placed in any order of priority. They are placed in alphabetical order.

LEGAL OBLIGATIONS OF FIVE STAR SECURITY TRAINING.

Five Star Security Training as a Registered Training Organisation (RTO) is obligated under the Vocational Training and Employment Act 2000 to forward all student records to the Queensland Department of Employment and Training as soon possible if it ceases trading as an RTO.

Five Star Security Training will ensure that all student records and files are maintained and retained in a manner that will ensure that they can be retrieved and accessed for a period of 30 years.

QUALITY AND COMPLIANCE POLICY

POLICY STATEMENT

The purpose of this policy is to confirm that Five Star Security Training has a strong commitment to meeting the high quality standards expected by our clients in the delivery of the training and assessment services that we supply to them.

Our quality management system takes the form of this Policy and Procedure manual and the associated codes of conduct and our operational forms. The AQTF and training best practice guidelines is the basis for many of the Policies and Procedures contained within these manuals which comprises:

- The Standards for NVR Registered Training Organisations
- The Australian Qualifications Framework (AQF)
- The Data Provision Requirements
- The Fit and Proper Person Requirements, and
- The Financial Viability Risk Assessment Requirements

As a Registered Training Organisation Five Star Security Training will adhere to the standards set out in the Australian Quality Training Framework (AQTF)

The standards are.

1. Standard 1
The Registered Training Organisation provides quality training and assessments across all its operations.
2. Standard 2
The Registered Training Organisation adheres to principles of access and equity and maximizes the outcomes for its clients.
3. Standard 3
Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the Registered Training Organisation operates.

It is our primary quality objective to:

- To provide quality training and assessment services within our scope of registration
- To utilise our Quality Management System as described within this manual to achieve best practice outcomes across our entire operation
- To ensure continuous improvement of our training and assessment systems

- To ensure continuous improvement of our customer service requirements
- To fully comply with all relevant Commonwealth and State Legislative and Regulatory requirements for the operation of a Registered Training Organisation.

In the implementation of these policies we will focus on the needs of our business to consistently meet the ongoing needs and requirements of our customers as well as all of our statutory obligations.

By using our management systems we will provide a mechanisms for the detection of shortfalls in our obligations and for continuous improvements.

The content of this policy and procedures manual describes the methods that will assist our organisation to achieve these improvements and will enable us to remain fully compliant with the standards for RTO's and the relevant National Codes of Practice.

Our stakeholders are not limited to students, stakeholders include, members of staff, employers, relevant government agencies, professional security bodies and associations, other learning institutions, industry training advisory bodies and the Industry Skills Councils.

The Chief Executive Officer (CEO), has the responsibility to ensure that Five Star Security Training cooperates with the relevant authorities including

- The conducting of audits and the monitoring of its operations
- By providing accurate and timely data relevant to measures of its performance
- By providing information about significant changes to its operations
- In the retention, archiving, retrieval and transfer of records consistent with the registering authorities requirements

Five Star Security Training engages the services of a qualified and certified accountant whose role is to:

- Ensure that we fully comply with our financial management policies;
- Provide when required a fully audited financial report of our operations.

ADMISSIONS CONTRACTS POLICY

POLICY STATEMENT

The aim of the policy is to ensure that students who enrol with Five Star Security Training are adequately informed prior to enrolling of the training provided, the cost, the method of assessment and the availability of the Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC) process.

STUDENT ENROLMENT

Course selection

Our Access and Equity Policy ensures that any prospective students course selection decisions comply with equal opportunity legislation.

All prospective students will be provided with support and advice that will enable them to establish the most suitable course and the level of underpinning knowledge and skills required for their chosen career path.

A prospective student will not be given false expectations of their ability to gain a qualification or that by obtaining a particular qualification they will be able to gain employment in a particular employment field.

The admission criteria for courses that are for licensing purposes are that the student must be 18 years of age or over.

To understand the material contained in the course students must have basic English language skills. These skills are both written and spoken.

If there is any doubt as to the ability of a student to understand English the student will be required to undertake a basic Language, Literacy and Numeracy test prior to commencing the course.

ENROLMENT

The enrolment procedure commences when Five Star Security Training receives a completed application form and course deposit fee from the student.

All the information provided after the initial enrolment is stored electronically and manually as are the results of the students training.

COURSE FEES

The course fees charged are the total cost of the course and contain no hidden fees or additions. The course fee includes all material that a student will require to complete the unit or units. The fee however does not include

costs such as return postage, photocopying or travel. These costs are the responsibility of the student.

TIME PAYMENT

If a student enters into a contract to make time payment for the course fees the progress payments are made on a bi-monthly basis, fees are collected on the first Tuesday and third Tuesday of every month.

RECEIPT FOR FEES AND DEPOSITS

Students will be issued with an acknowledgement receipt/tax invoice for all fees or deposits paid.

FEES, CHARGES AND REFUNDS

Five Star Security Training has in place systems that will safeguard funds paid by students. Any money paid to Five Star Security Training by students in advance of a course will be kept in a separate account. Refund money where applicable will be accessed from this account. Five Star Security Training will access deposit money only when the student commences the course.

Five Star Security Training has a refund policy that guarantees students will get a full refund of fees or deposits paid should a course be cancelled or discontinued for any reason by the school.

Refunds will also be provided to students who withdraw from a course for a good reason and after having giving reasonable notice.

Five Star Security Training has a policy of 100% refund of any money paid prior to commencement of any course or training less a non-refundable \$100.00 administration fee, provided a request is received in writing on Form (Fees Charges Refund Request) 14 working days prior to the course start date. If a student withdraws Between 13 days and 7 days prior to the course or training there is a 75% refund, and if it between 6 days and the course commencement there is a 50% refund at the discretion of the school. This form needs to be accompanied by supporting documentation where applicable.

If a student withdraws during a course, no refund is available but the school will apply a pro-rata credit to the student's account that can be used if the student completes the course at a later date.

If a student's enrolment has been terminated due to disciplinary action, fees will not be refunded.

The full refund policy is detailed in the Student Handbook.

APART FROM ANY DEPOSITS PAID OR SUBJECT TO A TIME PAYMENT CONTRACT ALL OTHER COURSE FEES ARE PAID IN ADVANCE.

Monies paid in advance for a course will be kept in a separate bank account to ensure refund money is available. Deposit money or full course fees are accessed when the course is deemed to have commenced.

DATE FOR COMMENCING COURSE

A course is deemed to have commenced when one of the following occurs:

1. The first day of the course when attendance is required.
2. When the student receives the study material

INDUCTION

Students are responsible for reading and studying all relevant materials provided including the Training Manual and Workbooks and Student Handbook.

CERTIFICATES AND STATEMENTS OF ATTAINMENT

Once a student has satisfactorily completed a course including all the assessments, each student will be issued with a formal Statement of Attainment.

Statements of Attainment are issued for each Unit of Competency successfully completed.

Certificates of Qualification are issued where a participant has completed all the requirements for a particular qualification.

When the assessment process is completed and the student is assessed as being competent a certificate will be mailed to the student within 48 hours.

TRAINING MANUALS AND WORKBOOKS

The cost of the training course includes all relevant manuals, training materials and student support.

On all courses, whether they are external or in house, students will be provided with a workbook and a training manual. The workbook is to ensure that students are able to understand the material provided in the manual.

COURSE ASSESSMENTS

A mixture of a written workbook along with written tests assesses most units of the courses.

Some parts of the course however may require participation in various scenarios or simulated exercises in line with situations that may be encountered in normal everyday work. In these cases the student will be required to travel to a venue for assessment.

RECOGNITION OF PRIOR LEARNING (RPL) AND RECOGNITION OF CURRENT COMPETENCY (RCC)

Students can apply to Five Star Security Training for exemptions from some or all of the units of a particular course when they can demonstrate that they already have the skills or knowledge covered in the unit or course. These exceptions are known as Recognition of Prior learning (RPL).

If a student believes that they already possess some or all of the learning outcomes contained in their chosen course and they are able to demonstrate this competency, then they can apply for RPL.

This assessment will be carried out prior to commencing the course and if accepted it will allow the students the ability to fast track through the chosen course.

Credit Transfers

Five Star Security Training will provide a Credit Transfer under the following circumstances:

1. When there is a direct correlation in the documentation on the Unit of Competency recorded in the Training Package and the Unit of Competency that is being claimed by the student.

Or

2. By comparing against each other the individual competencies of the Unit of Competency in the Training Package with the ones being claimed by the student.

LANGUAGE LITERACY AND NUMERACY

Language, Literacy and Numeracy testing will be conducted to an appropriate level prior to the commencement of a course or at the initial enquiry stage. This will ensure that a student has the best possible opportunity to succeed on the chosen course.

STUDENT CODE OF PRACTICE

At the time of enrolment students will be provided with a copy of the Student Code of Practice. The Student Code of Practice will provide information on the following subjects:

1. The student's requirement to comply with the law and the five star security training rules.
2. Details of attendance requirements.
3. General conduct
4. Drugs alcohol and other illegal substances
5. The use of facilities and equipment
6. Workplace health and safety requirements
7. The procedures where breaches of the code of conduct occur

ACCESS TO STUDENT RECORDS POLICY

POLICY STATEMENT

The objective of this policy is to ensure the safeguarding of confidential information concerning students from unauthorised disclosure. All students are entitled to freedom from unauthorised interference with, or use of their personal information and be free from any practice that is unreasonably embarrassing, intrusive or prejudicial.

Disclosure of Student Record Information is expressly forbidden. This includes information requested by students' relatives, police, solicitors, financial agencies or any other person or body.

Note

A Police request is to be distinguished from a Police legal demand to release information pursuant to a search warrant. A police request is to be referred to the C.E.O. of Five Star Security Training, who will, if appropriate, take the matter up with the Police concerned.

Emergencies

There may be occasions when a student is unable to manage his/her own affairs, for example when they have been involved in an accident and are unconscious. In these situations this policy would not prevent the release of the Student's Information. The information may be released to a relevant emergency service, the student's legal representative or other relevant person. It is very important to establish the bona fides of the person requesting the information but unnecessary delays must be avoided.

Note: Authority to release information in an emergency should be obtained from the C.E.O. unless to do so would cause unreasonable delay or could further endanger the student.

Student Information to Prospective Employers

Five Star Security Training is committed to ensuring the privacy of all of its students. Information about students will not be passed to any prospective employers without the express permission of the student. If a student has completed an employment referral form the student is deemed to have given permission to Five Star Security Training to give those details contained on the form to a prospective employer. Other details that have not been included on the form will not be disclosed.

Student Access and Authorisation

A student may apply and gain access to his/her Student Record Information. A copy of information held may be given out on the authorisation of the student.

Students can have access to their personal records whenever required. Before accessing the personal information a student must first provide photo proof of identity. If a student wishes to access their own file they must give 10 working days notice. Any request must be in writing and this request will remain with the file.

If a request is made in person identification will be required. If a request is made from a remote location a statutory declaration will be required to confirm the person making the request is the person to whom the file relates.

When a student accesses their file they must not at any stage remove, alter, amend or mark any of the documents that are contained in the file. If necessary a student can be provided with a copy of the document.

SCOPE

This policy applies to all student data held within Five Star Security Training subject to any special arrangements agreed by the student or Five Star School Training.

DEFINITIONS

Student Records - Student Records comprise all information relating to individual students, whether past or present, created, received or held by an employee of Five Star Security Training as part of the normal business processes.

Documents include, databases, photographs, graphic or photographic image linked to a student's identity, or records held in any other form.

A Student Record(s) does not include a Public Record or Public Record Information or statistical information that has been based on or compiled from data that does not disclose the identity of a student.

Public Record – A Public Record, means information other than information required to be released by law, such as names and awards in graduation lists, lists of prize winners and information published in the official publications.

When students supply documents such as birth certificates to Five Star Security Training a copy will be made and retained on the students file. Under no circumstances will the originals be held on file.

This policy must be read in conjunction with Five Star Security Training policies on

1. Computer security
2. Confidentiality
3. Privacy

As well as the relevant Legislation such as:

Privacy Act 1988 (Commonwealth)

ACCESS, EQUALITY, EQUITY AND PARTICIPATION POLICY

POLICY STATEMENT

Purpose of the policy

Five Star Security Training recognises the importance of providing quality facilities and services to assist people from all sectors of the community to achieve their training goals.

To ensure that Five Star Security Training provides the level of service expected from its students and stakeholders this access and equity policy has been developed.

Five Star Security Training will ensure that the policy respects societies diverse social and cultural make up. It will develop an education culture that will ensure all students receive equal treatment in their studies.

The policy not only sets out the access and equity position of Five Star Security Training, it ensures that the principles will be incorporated in future planning.

IN RELATION TO THIS POLICY ACCESS, EQUALITY, EQUITY AND PARTICIPATION SHALL HAVE THE FOLLOWING MEANINGS

Equity

All resources will be made available to all students, not just certain groups.

Equality

All students will have the right to receive appropriate quality services from staff and tutors. All students have the right not to be discriminated against for unlawful reasons.

Access

All training is planned, managed, delivered and promoted in a way that will ensure all students are able to find the information and use it to meet their needs.

Participation

Students will be encouraged to participate in the training because of the services and support available. Students will also have the opportunity to comment on the training they receive. Training will be provided in ways that meet the needs of all students who require it.

The Access and Equity Operating Principles

1. Five Star Security Training will provide training delivered in a non-discriminatory, open and respectful manner.
2. Five Star Security Training will ensure all staff is appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of students with special needs.
3. Any facilities that Five Star Security Training provides or uses will have access for students of all levels of mobility, and physical and intellectual capacity.
4. Student selection for training will be conducted in a manner that includes and reflects the diverse student population. Five Star Security Training actively encourages the participation of students to undertake training who are from groups traditionally disadvantaged in the labour market and, indeed, specifically offers services to those most in need of assistance.
5. Five Star Security Training provides training that assists students in meeting training goals.
6. Five Star Security Training is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.

Relevant Legislation

It is the policy of Five Star Security Training that no student shall, on the basis of race, colour, religion, national origin or ancestry, age, gender, marital status, sexual orientation, disability, height, weight, and/or any other legally protected characteristic, be discriminated against, excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination in their training and/or activities.

It is also the policy of Five Star Security Training that there will be no forms of discrimination to or by the staff.

The following Commonwealth legislation reinforces the importance of having this policy.

- The Racial Discrimination Act, 1975 (Commonwealth);
- The Sex Discrimination Act, 1984 (Commonwealth);
- The Disability Discrimination Act, 1992 (Commonwealth);
- The Occupational Health, Safety and Welfare Act, 1986 (Commonwealth)).

ADVERTISING POLICY

POLICY STATEMENT

Nationally Recognised Training Logo

The use of the logo means:

- Five Star Security Training is an RTO.
- Five Star Security Training is registered to offer the training and assessment services advertised.
- The training and assessment lead to nationally recognised Australian Qualifications Framework (AQF) or statements of attainment.
- Five Star Security Training is complying with the quality requirements of the standards.
- The information in advertising material is correct and ethical.

The Nationally recognised training Logo must be used on all Australian Framework (AQF) qualifications and statements of attainment issued by the RTO provided the students have satisfactorily completed all the requirements of the qualification.

ACCURACY IN ADVERTISING AND MARKETING

Five Star Security Training will at all times market its courses and any training products provided with integrity, accuracy and professionalism. The information provided to prospective students will not contain vague and ambiguous statements. It will not give prospective students false expectation of what employment they may gain by obtaining a qualification. Information provided will not give misleading or false comparisons with any other training providers or training courses.

When advertising a course of training that is part of a nationally recognised training package the name of the course or its titles or its reference number will be clearly shown and will be the same as those used in the National Training Framework.

A student's written permission must be obtained before their details can be used in any advertising material used by Five Star Security Training.

In advertising material any references to nationally recognised training will be clearly separated from any other course or training which is not nationally recognised training and is training that is only recognised by a particular group or is training that does not have any recognised status.

All marketing and advertising will be in accordance with the National Operational Protocol for the Marketing of Recognised Training, involving

Ethical Marketing Practices and Accurate and Clear Marketing.

WORDING OF CERTIFICATES

The use of the words Certificate or Certificate I, II, III, IV, Advanced Certificate, Diploma or Advanced Diploma is not permitted unless the qualification or course is a nationally recognised course

COMPUTER SECURITY POLICY

POLICY STATEMENT

Computer Security is an extremely important issue for Five Star Security Training and it is serious about maintaining the security of its computer systems and student and staff data that is contained within it.

This policy is part of the computer-related policy documents of Five Star Security Training

There is an increase in the number of compromised computers in today's environment this Security Policy will be implemented and enforced to help secure Five Star Security Training computer systems and minimise system down time. The policy is not intended to be punitive in nature, but rather is a means of safeguarding the Five Star Security Training's computer system.

Reason for Policy

Five Star Security Training maintains data that is essential to performing its business. This data is a valuable resource over which Five Star Security Training has both rights and obligations to manage, secure, protect, and control. In addition, the policy addresses the issues of the rights and responsibilities of persons who are handling the computer, as well as the security and protection, of Five Star Security Training data.

The objective of this policy is to:

- Prevent the propagation of viruses.
- Prevent unauthorized access to systems (hacked systems).
- Prevent the lost or altered data on compromised systems.
- Prevention of system down time due to infected, damaged systems.
- Provide for uninterrupted services to Five Star Security Training data.
- Preserve and support audit and legal compliance.

SECURITY PROCEDURES

1. All AVG computer protection systems that are installed must be operational at all time.
2. Computer protection systems are not to be deactivated for any reason.
3. No unauthorised software applications or files are to be downloaded unless authorized by the CEO.
4. No program files are to be downloaded from the Internet at anytime.

5. No pirated software is to be used or installed on the computers at anytime.
6. No unauthorised music, video, DVD or games files are to be downloaded.

CONTINUOUS IMPROVEMENT POLICY

POLICY STATEMENT

Five Star Security Training is committed to a continuous improvement policy. It will assist in how are operations are operated and it will ensure compliance with the VET Quality Framework and the relevant National Codes of Practice

This process will achieve quality customer service and assist in staying attuned to the current and future demands of the vocational education sector.

We will progressively and actively seek out and eliminate all potential problems and act upon all opportunities in a way that results in the continual improvement in our training and assessment system/processes as well as our customer service standards.

To do this we will proactively plan and review the management of our training program to improve its quality and content.

METHOD

To assist in this process Five Star Security Training acknowledges that

Opportunities for continuous improvement can be identified from varied sources which can be by way of formal and informal/ad hoc feedback from students, staff and stakeholders.

The feedback methods will include:

The collection and analysis of data from:

- Feedback surveys such as critique sheets.
- Complaints.
- Feedback from employers.
- Staff training and management meetings.
- Attending internal and external professional development workshops

This data is an important method of evaluation. When we undertake revisions of our training the data will always be taken into consideration and used to assist in how we develop and deliver our training.

There will also be a commitment by all staff to continuous improvement of operational processes, training and assessment products and services

Assessment Validation

As part of this continuous improvement policy, there will be a procedure in place for undertaking assessment validation.

Assessment Validation sessions will also occur as part of the internal professional development workshops.

All improvements that are identified are documented and actioned. Where appropriate an assessment validation session with any external trainers will be conducted at least twice a year.

External Audit reports

Five Star Security Training uses audit reports from external bodies as a source of continuous improvement and makes changes based upon those areas identified in these audits reports.

Record Keeping

A file named "*Continuous Improvement*" will be maintained and will include agendas and minutes of meetings directly related to continuous improvement. It will contain where relevant a copy of the document that has been superseded and/or improved.

A report will also be maintained showing what changes/improvements have been made to a document, manual, assessment or other document

The file and records of all continuous improvement activity shall be maintained for a period of at least three years in hard copy and five years in electronic format after the continuous improvement action has been completed to allow review by management, for the purposes of internal audit and for review by external auditors.

Internal Audit Policy

Five Star Security Training is committed to ensuring its compliance with the VET QUALITY FRAMEWORK and the National Code of Practice.

This will be achieved and maintained by the conducting of an internal self-assessment audit on a yearly basis.

When conducting the internal self-assessment audit, the audit team will where possible consist of a member from Five Star Security Training and a person from an externally organisation with experience with security operations.

The audit team will undertake an examination of all documents and systems that consist of policies and procedures, student handbook, relevant components of the business plan, trainers/assessor qualifications and the staff handbook.

In addition it will review:

- records of actual training conducted
- a sample of student files
- Analysing resources for delivery and assessment required by the relevant National Training Package or course, including training materials and assessment tools
- Student critique sheets and complaints.

- Examination of existing facilities and equipment.
- Staff professional development

At the completion of the annual internal self-assessment audit a comprehensive report will be generated

This report will make where relevant recommendations on any non-compliance found and the required rectification to bring these areas of non-compliance to become fully compliant.

Assessment Validation Policy

Five Star Security Training will ensure that it reviews, compares and evaluates its assessment procedures, tools and evidence on a regular basis to achieve standardisation so that the training outcomes are consistent and that assessment is valid, reliable, fair and flexible and where necessary Five Star Security Training will redefine, clarify and modify its existing assessment practice.

Five Star Security Training will conduct regular validation meetings at least twice a year to assess all of its current assessment procedures, tools and strategies for each qualification on its scope of registration. Validation of assessments will also occur whenever there are changes in assessment as the result of changes to the Training Package or feedback from trainers or employers.

To ensure that the validation process will be accurate and reliable, an external consultant may be engaged to chair and conduct the meeting.

Prior to the commencement of the meeting all participants will be supplied with copies of the assessment tools to be validated and copies of the related units of competency and a copy of the assessment validation form. This form will be filled out by all participants and later used to assist in the outcomes report of the validation meeting.

The validation process will include a trainer and assessors who has participated in the delivery and assessment of the particular qualification to enable informed judgments to be made.

In addition, feedback on assessment tasks will be sought regularly from industry. Five Star Security Training has a wide network of industry partners, including many who provide work for students.

The validation process shall determine whether or not the assessment procedures and materials currently in use are, valid, reliable, fair and flexible in their application and whether they are considered to be suitable in light of all possible circumstances including reasonable adjustment requirements.

All opportunities for improvement that are identified from within the validation process will be well documented.

The CEO will make any changes to assessment practices or materials arising from the validation process.

Training and Assessment Strategy Policy

Five Star Security Training plans and implements the appropriate training and assessment strategies to meet the needs of each of its students for all qualification currently on its scope of registration.

Five Star Security Training will document any action taken to improve the quality and consistency of the assessment and the relevant assessment tools.

Five Star Security Training will ensure that whilst developing, adapting or delivering training and /or assessment products and services:

- The methods used to identify learning needs, and methods for designing training and assessment materials are fully documented;
- The requirements of the relevant National Training Package or accredited course curriculum are met;
- Steps are taken to manage the transition to reviewed Training Packages within 12 months of their publication;
- Core and elective units, as appropriate, are identified;
- Language, literacy and numeracy requirements develop the learning capacity of the individual and are consistent with the essential requirements for workplace performance specified in the relevant units of competency or outcomes of accredited courses;
- Delivery modes and training and assessment materials which meet the needs of a diverse range of clients are identified;

Five Star Security Training will ensure that it has access to the staff, facilities, equipment, training and assessment materials required to provide the training and/or assessment services within its scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment.

COURSE CRITIQUE POLICY

POLICY STATEMENT

Five Star Security Training has a commitment to providing a quality service and is focused on continuous improvement. To ensure this quality service we value and actively seek feedback from students. A student critique sheet will be provided to each student at the completion of the course or training. When the course is of a long duration a critique sheet will be supplied at periodical intervals.

The critique sheet is an important method of evaluation and when we undertake revisions of our training the critique sheets are always taken into consideration and assist in how we develop and deliver our training.

The methods used for conducting the course critique will involve a process that is fair and impartial. The forms used to obtain the information will not be designed so as to cause undue influence or pressure on the students and will be of such a nature that the results will be an accurate view of the student.

The data obtained in the critique sheets will be analysed and provided to AQTF as outlined in the Quality Indicators and Handbook for Registered Training Organisations.

CRITIQUE PROCEDURES

The critique sheet will contain ten areas to be commented on by the students. They are:

1. Trainer Quality
2. Effective Assessment
3. Clear Expectations
4. Learning Stimulation
5. Training Relevance
6. Competency Development
7. Training Resources
8. Effective Support
9. Active Learning
10. Overall Satisfaction

The Critiques sheets must be supplied to students on a scheduled basis. When undertaking an in house course which is not longer than one week, the student critique will be handed out at the end of the course. However, if the course is longer than a week, the student critiques sheets may be supplied at interim points. Such points may be at the end of a unit; this will enable the

students to record scores and comments during the course rather than having to recall events and perceptions at the end.

Critique sheets may also be provided after units and/or lessons have been revised or updated. This will allow the collection of specific information on new portions of the course.

The student will hand the critique sheet or sheets in at the conclusion of their course and after they have been supplied with their certificates.

The student will be given the option of providing their name on the sheet.

CONFLICT OF INTEREST POLICY

POLICY STATEMENT

Staff of Five Star Security Training who is involved in decision making on behalf of Five Star Security Training may have other interests that can affect or be affected by Five Star Security Training decisions. This duality of interest can raise the potential for a conflict of interest when another interest comes into conflict with Five Star Security Training objective.

All staff should when possible avoid situations in which a conflict of interest exists, or could be perceived to exist.

POLICY OBJECTIVES

The objectives of Five Star Security Training Conflict of Interest policy is to:

- Provide methods for resolving situations where conflicts of interest exist or might appear to exist.
- Support the staffs right to freedoms provided by common and statutory law.
- Provide a method of communicating Five Star Security Training position on conflict of interest to all parties.

MEANING OF CONFLICT OF INTEREST

In this Policy a “*CONFLICT OF INTEREST*” is defined as being a situation where the interests or personal circumstances of the staff member could influence, or could appear to influence, their performance of duties or training that they have been assigned.

Examples of conflicts of interest include but are not limited to:

- Financial interests.
- Personal and family relationships between staff members and students.
- Acceptance of gifts or gratuities.
- Use of official facilities and equipment.
- Use of official information.
- Personal beliefs.
- Multiple employment roles.
- Outside employment.

This Conflict of Interest Policy should not be read in isolation, and any action relating to a potential conflict of interest situation should also take into account

relevant legislation such as the Sex or Discrimination Acts which details the rights of people.

CONFIDENTIALITY POLICY

POLICY STATEMENT

The full details of the Five Star Security Training Privacy Policies are contained in a separate privacy policy document

Five Star Security Training acknowledges and respects the privacy of student's details and their information as well as records including those held electronically which relate to Five Star Security Training

We will take all reasonable measures to protect that information and we support the National Privacy Principles contained in the Privacy Act.

Five Star Security Training will accordingly:

- Only collect information from persons or organisation with their prior knowledge and consent.
- Information provided shall only be used for the purposes for which it was collected.
- Information shall not be disclosed to a third party without consent unless it is required by law or other regulation.
- Information contained in records shall be removed when it is no longer required (except where archiving is required).
- All information held on a student or other organisation will be up-to-date, relevant, non-obtrusive and objective.
- Five Star Security Training will take all reasonable steps to correct inaccurate, incomplete or out-of-date information on a regular basis.
- Five Star Security Training will have in place processes and policies to protect the information that is held under its control to prevent:
 1. Unauthorised access.
 2. Improper use.
 3. Unauthorised alteration.
 4. Unlawful or accidental destruction and accidental loss.

Scope of the Policy and Persons Affected

This policy applies wholly or in part to Five Star Security Training Management, students, tutors, any contractors and suppliers.

Definitions

In The Privacy Act 1988 "***personal information***" means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Responsibilities

The CEO of Five Star Security Training is responsible for the effective implementation of this policy.

The staff is responsible for maintaining this policy.

All staff of Five Star Security Training is responsible for complying with this policy.

When staff is unable to follow this policy or procedure they are responsible for seeking instruction from the CEO.

Procedures and Practice Guidelines

The following guidelines will establish the practical framework for this policy.

1. Five Star Security Training regards having the confidential information of staff and students as a privilege.
2. The student's information about them is correct.
3. The collection and storage of unnecessary information about any student, individuals or an organisation is considered to be inappropriate and a breach of privacy.
4. Legislation requires the collection of the information.
5. The collection of information is necessary to prevent injuries, damage or the health risk of a student or for the welfare of the student.
6. All students will have the right to be informed on who has access to their Information.
7. Students will have a right to challenge the accuracy of personal information recorded about them.
8. Students will have the right to make reasonable requests to access that information.
9. Students will be informed of the purpose for which the information is collected.
10. Students will be informed of the period of time for which the information is kept.

11. Students will be informed of the relevant legislation that requires the particular information to be collected.
12. Where confidential information is to be provided to third parties, the written consent of the student must be obtained. This will not apply where the supply of information may jeopardise a legal investigation or interfere with the due process of the law.
13. Any information that is released which is of a non-identifying nature must be checked prior to release to ensure the information is truly non-identifying and does not contain identify information.

Use of and Disclosure of Personal Information

All forms which are used by Five Star Security Training and which contain personal information will have the following statement added to them that will identify the purpose of collecting the information.

“The information contained in this form is collected by Five Star Security Training only for the purpose of (the purpose is to be inserted). Information collected will be retained by Five Star Security Training on either their database or by way of hard copy. Irrespective of the way it will be stored it will be kept private, secure and where relevant it will be password protected. Only the staff from Five Star Security Training will have access to the information for the purposes as stated, except where there is a legal requirement to provide information to a government agency or if it is needed in an emergency which effects the health or safety of the person completing the form.”

Students will not be photographed or filmed by Five Star Security Training without first seeking permission. This request will outline the proposed use of the photograph or film.

Exceptions to this policy.

A legal requirement to disclose personal information may override this policy. The types of situations where this may occur include but are not limited to the following:

1. When a serious criminal act is being committed or is about to be committed that may endanger persons or property.
2. Where there is serious risk of abuse or physical harm to the person including Five Star Security Training
3. There is suspected abuse or neglect of any person

DRUGS AND ALCOHOL POLICY

STATEMENT AND PURPOSE OF THE POLICY

Five Star Security Training is committed to maintaining a satisfactory level of health and safety performance in the training environment.

The aim of the policy is to provide a clear documented guide regarding Five Star Security Training stance on drug and alcohol issues in relation to the training environment and define the role of students and staff in dealing with alcohol and drug related issues

The policy will ensure a training environment, which is free from the effects of alcohol and other drug use by staff and students.

The policy will also increase awareness of the harmful effects of alcohol and other drug use by staff and students and when necessary advise them of the availability of the assessment and treatment services which are available.

Who is covered by the policy?

All persons employed by Five Star Security Training and all students undergoing training by Five Star Security Training are covered by this policy.

The policy

Alcohol and illicit drugs shall not be consumed on Five Star Security Training premises, in company cars, in premises being used for training or at any time whilst undertaking training.

Students who are taking prescription drugs that have the warning "*not recommended to be taken whilst driving a car or operating machinery*" should notify their tutor to ensure that they do not undertake any training that could be dangerous to themselves or other students.

No alcohol should be consumed prior to commencing training either as a student or tutor.

Procedure to be taken with students suspected of being under the influence of alcohol or drugs.

The tutor or staff member who detects a student is affected shall take the student aside and ensure that they can speak to the student in private they shall then state to the student the following.

"I am of the opinion after observing you that it is possible that you are under the influence of alcohol/drugs."

The student shall then be told,

“You have a choice you can go home for the rest of the day and return on the next training day, however you will need to complete the training you will have missed today.”

“The matter will be recorded on your student file”

“If when you return it is considered that you are not under the influence of alcohol or drugs then you will be allowed to continue training.”

“If you return in a similar state you will be dismissed from the course.”

THIRD PARTIES

Any personnel who assist with training such as visiting lectures shall be covered by this policy.

EMAIL SECURITY POLICY

POLICY STATEMENT

The purpose of Five Star Security Training e-mail security policy is for the proper use of the schools e-mail system and to protect the schools computer system. It is also designed to make users aware of what the school deems as acceptable and unacceptable in the use of its email system.

The improper use of the system can cause embarrassment to Five Star Security Training and may inadvertently disclose information to a third party who is not authorised to receive the information.

AMENDMENTS TO THIS POLICY

Five Star Security Training reserves the right to amend this policy at its discretion. In case of amendments, users will be informed appropriately.

PROCEDURE

LEGAL RISKS

The Email is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although by its nature email seems to be less formal than other written communication, the same laws apply. Therefore, it is important that users are aware of the legal risks of e-mail:

This policy applies to students and staff.

- If emails are sent which contain any libelous, defamatory, offensive, racist or obscene remarks, the sender and Five Star Security Training could be held liable.
- If emails are forwarded with any libelous, defamatory, offensive, racist or obscene remarks, the sender and Five Star Security Training could be held liable.
- If any confidential information is unlawfully forwarded, the sender and Five Star Security Training can be held liable.
- If messages are unlawfully forwarded or messages are copied without permission, the person sending it and Five Star Security Training could be held liable for copyright infringement.

- If anyone sends an attachment that contains a virus or opens and unsolicited email that contains a virus, the person and Five Star Security Training could be held liable.

By following the guidelines in this policy, the email users can minimise the legal risks involved in the use of e-mail. If any user disregards the rules set out in this Email Policy, the user will be fully liable and Five Star Security Training will disassociate itself from the user as far as legally possible.

In line with the legal risks outlined above the following rules will apply to all emails sent and received by The Five Star School of Security Training and must be strictly adhered to.

- It is strictly prohibited to send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks. If you receive an e-mail of this nature, you must promptly notify the CEO.
- Do not forward a message without acquiring permission from the sender first.
- Do not send unsolicited email messages.
- Do not forge or attempt to forge email messages.
- Do not send email messages using another person's email account.
- Do not copy a message or attachment belonging to another user without permission of the originator.
- Do not disguise or attempt to disguise your identity when sending mail.

BEST PRACTICES

Five Star Security Training considers email as an important means of communication and recognises the importance of proper email content and speedy replies in conveying a professional image and delivering good customer service. Therefore the following guidelines will apply:

WRITING EMAILS:

- Write well-structured emails and use short, descriptive subjects.
- Five Star Security Training email style is formal. This means that sentences can be short and to the point. They should not start with 'Hi', or 'Dear', the name of the person should be used. Messages can be ended with 'Best Regards'.
- Signatures must include your name, job title and company name.
- A disclaimer will be added underneath your signature (see Disclaimer)
- Use the spell checker before you send out an email.
- Do not send unnecessary attachments. Compress attachments larger than 200K before sending them.
- Do not write emails in capitals.

- Do not use cc: or bcc: fields unless the cc: or bcc: recipient is aware that you will be copying a mail to him/her and knows what action, if any, to take.
- If you forward emails, state clearly what action you expect the recipient to take.
- Only send emails of which the content could be displayed on a public notice board. If they cannot be displayed publicly in their current state, consider rephrasing the email, using other means of communication, or protecting information by using a password (see confidential).
- Only mark emails as important if they really are important.

REPLYING TO EMAILS:

- Emails should be answered within at least 8 working hours, but users must endeavor to answer priority emails within 4 hours.
- Priority emails are emails from existing customers and business partners.

PERSONAL USE

Although the email system is meant for business use, Five Star Security Training allows the reasonable use of email for personal use if certain guidelines are adhered to:

- Personal use of email should not interfere with work.
- Personal emails must also adhere to the guidelines in this policy.
- Personal emails are kept in a separate folder, named 'Private'. The emails in this folder must be deleted weekly so as not to clog up the system.
- The forwarding of chain letters, junk mail and jokes is strictly forbidden.
- On average, users are not allowed to send more than 2 personal emails a day.
- Do not send mass mailings.
- All messages distributed via the company's email system, even personal emails, are the property of The Five Star School of Security Training.

DISCLAIMER

The following disclaimer will be added to each outgoing email:

'This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. Please

note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of Five Star Security Training . Finally, the recipient should check this email and any attachments for the presence of viruses. '

ELECTRONIC FILES BACK UP POLICY

POLICY STATEMENT

This policy is designed to protect Five Star Security Training data to ensure it is not lost and that it can be recovered at a later date in the event of an equipment failure, intentional destruction of data, or disaster.

Scope

This policy applies to all equipment and data owned and operated by Five Star Security Training

Definitions

Backup

The saving of files onto mass storage media for the purpose of preventing loss of data in the event of equipment failure or destruction.

Archive

The saving of old or unused files onto mass storage media.

Restore

The process of bringing off line storage data back from the offline mass media and putting it on an online storage system such as a file server.

Procedure

Full backups are performed nightly at the end of the working day.

Full backups are to be performed at anytime if there is a likelihood of power failure.

Backs up of documents in use are to be undertaken by the auto save function on the computer or by periodical manual saving during work time operation.

Responsibility

Five Star Security Training shall delegate a staff member to perform regular backups. The delegated person shall develop a procedure for testing backups and test the ability to restore data from backups on a monthly basis

FACILITIES ACCESS CONTROL, ENTRY AND EXIT POLICY

Policy Statement.

As part of the security risk management process Five Star Security Training must ensure that all reasonably foreseeable security risks associated with access to Five Star Security Training facilities, including those used off site and administration areas are identified, assessed, eliminated where reasonably practicable or effectively controlled.

Five Star Security Training will also ensure that this process is appropriately documented and effective access control procedures are developed and implemented.

SECURITY GUIDELINES:

Due to the nature of the training and administration provided by Five Star Security Training the training and administration functions may take place in different facilities. The guidelines may not apply in all locations however in general effective access control involves:

- Appropriate securing of perimeters, including doors and windows.
- Appropriately controlling access to the land on which the facility is situated.
- Providing safe access and egress, especially after hours and during emergencies.
- Controlling access to vulnerable areas.
- Clear signage.
- Instituting staff identification systems that allow staff and tutors of the Five Star Security Training to be clearly identified.

Design of Access control systems

Any security systems used, including locks, security grills and alarms should be:

- Secure enough to resist attempts to breach the system.
- Able to effectively differentiate between those who have authorised and unauthorised entry.
- Be reliable and 'fit for the job' and regularly maintained and checked for effectiveness.
- Electronic systems should have inclusive back up systems or process that will allow access in the event of a power failure.

SECURITY RISK MANAGEMENT:

The type and level of access controls required for Five Star Security Training facilities will depend on the type of risk involved this may include break and enter as well as the risks to people that unauthorised entry may pose.

Factors that may impact on the risk of unauthorised entry would include what items are stored on the premises, such as cash and electronic equipment or confidential information.

At times Five Star Security Training will use external facilities to provide training. Five Star Security Training has no control over the design or the security of these buildings. Any buildings that are used will be assessed by Five Star Security Training staff to ensure wherever possible the security of the building is acceptable. When it is found that the buildings are too high risk they will not be used or hired.

Design Issues:

The buildings used will have clear lines of sight and will be free where possible from concealed areas.

Doors:

Ensuring perimeter doors are locked and access restricted to one point or the minimum necessary points in the building.

This is very important when external facilities are being used particularly at night.

Ensuring entry points are appropriately access controlled and fitted with CCTV intercoms to allow screening of person.

Windows:

Access through perimeter windows should be minimised through the use of appropriate measures such as:

- Reinforcing windows to resist unauthorised entry.
- Using heavy gauge glass bricks or laminated glass panels that are securely mounted in the frame.
- Permanently closing unused windows by fixing bolts or screws.
- Fitting key operated locks to all other windows.

Video Intercom Systems:

To allow staff to identify and communicate with persons at the entry doors to the premises, Five Star Security Training has installed a CCTV intercom system on the front door of the premises.

Personnel ID Systems:

Due to the nature of Five Star Security Training administration identity cards do not need to be worn.

When staff is conducting training at external facilities staff shall wear shirts that clearly show Five Star Security Training name.

Alarm System

The administration office is fitted with an alarm system. All authorised persons are issued with the four figures PIN that is needed to deactivate the alarm. All authorised staff are aware of how to arm the alarm system.

Under no circumstances are unauthorised persons to be given the PIN code or the method of activating the alarm.

The alarm system has an internal and external siren.

ACCESS AND EXIT PROCEDURES.

Entering the building.

- Unlock the door and switch off the alarm.
- Check for any signs of unauthorised entry.

Exiting the building.

- Ensure all doors and windows are secured and locked.
- Shut down all computers.
- Switch off any electrical items that may be a fire risk, eg laminators.
- Switch off all unnecessary lights.
- Activate the alarm.
- Exit the building.
- If exiting the premises via the electric garage door ensure that it is fully shut before leaving the area.
- If external facilities are used all equipment including manuals and student folders are to be removed from the premises at the end of each days training session..

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FILING POLICY

POLICY STATEMENT

Five Star Security Training acknowledges and respects the privacy of student's details and other information. We will take all reasonable care and measures to protect that information whilst maintaining systems and practices that will allow the easy retrieval of this information for the performance of the business activities of Five Star Security Training

PROCEDURES

Five Star Security Training is required to maintain records and meet standards of record keeping as outlined in the AQTF standards.

Five Star Security Training is required to maintain student files for a period of 30 years.

The following method will be implemented with files held by Five Star Security Training

1. All files either computer based or hard copy which is up to three years old will be maintained in the administration building.
2. Files that are between three and five years old will be kept in the administration building in purpose built archive boxes.
3. Files that are over five years of age will be kept in Archive boxes and may be store on or off site. If stored off site they will be held in a secure storage facility.

WHAT IS A FILE?

A file is a storage device that keeps documents on the same subject in order. It allows the quick retrieval of documents and information.

A file can be either hard copy or computer generated.

CONTENT OF FILES

Student files

A student file will contain as a minimum the following.

1. The course application form.
2. Assessment records.
3. A copy of any certificate or statement of attainment provided.
4. Records of monies paid for training.

In addition a student file will contain when relevant

1. Copies of any disciplinary action taken.
2. Copies of RPL assessments.

FILING SYSTEM

All files that Five Star Security Training holds will be categorised into a number of main file headings. These are known as **Keywords** and are the broad business function, these will be

1. Administration
2. Financial
3. Training
4. Student files
5. Critique and surveys
6. Training material
7. Forms
8. Reports

Each of these main files will contain sub files. These are known as the **Activity Descriptor** and it describes the activities taking place within that specific business function. For example the financial main file may contain sub files such as “Bank Accounts” and “Loans”.

The activity descriptor sub files contain the relevant documents. These files are called the **Subject Descriptor** and are a means of describing the more specific subjects or topics relating to the matter to be documented within an activity.

FILE CREATION

When new files are created there are a number of important matters that must be taken into consideration to ensure that the file can be retrieved.

- Careful consideration should be made as to what is on the file.
- Think carefully as to what Five Star Security Training needs are in relation to the file.
- Only classify as much as is needed to be retrieved.
- Use only authorised keywords or activity descriptors for the first two parts of the file name.
- Do not use Keywords anywhere else in the file name.
- Do not use activity descriptors in any part of the file name except after the keyword.

When matters have been selected to be put on a file they should be placed in date order.

MATTERS THAT DO NOT NEED TO BE PLACED ON FILE

The following documents do not need to be stored

1. Advertisements
2. Invitations
3. Newsletters
4. Copies of original documents held on file
5. Personal messages

DISPOSAL OF RECORDS

Effective disposal of records prevent the unnecessary use of space, time and expense.

Files that are required to be kept by legislation or AQTF as stated in this policy are not to be disposed of.

When a file or record is to be disposed of the following procedure is to be followed.

1. The file name is to be placed on a disposal list memo. This memo will be distributed to all staff first and then the CEO.
2. The CEO will approve the disposal of the file. This approval will be in writing.
3. Once disposal has been approved the disposal will be by means of commercial shredding or pulping.
4. Under no circumstances is a record or file to be disposed of through the normal rubbish disposal system.

FILE MOVEMENT

When the hard copy of a file is removed from the filing system a record of whom has removed the file or where the file has gone is to be recorded in the file storage.

FIRST AID POLICY

POLICY STATEMENT

Purpose

The purpose of this policy is to outline Five Star Security Training approach to the provision of first aid in accordance with the Workplace Health and Safety Regulations (2008) and the Queensland First Aid Code of Practice 2004

The guidelines contained in the Queensland First Aid Code of Practice 2004 Policy should be read in conjunction with Five Star Security Training first aid policy.

Five Star Security Training is committed to providing staff, students and any visitors with a healthy and safe environment in which to study and work. A healthy and safe working and training environment is an important element of the emergency first aid policy.

At the core of this policy is the availability of first aid treatment.

Five Star Security Training will ensure that as far as is reasonably practicable, trained first aiders and adequately stocked first aid kits are provided and maintained.

FIRST AID KITS CONTENTS

The contents of first aid kits used by Five Star Security Training will be appropriate for the types of injuries and illnesses likely to occur at the training locations.

The first aid kits will be obtained from recognised suppliers and will contain at least the following items as a minimum.

- Adhesive strips
- Non-allergenic adhesive tape
- Eye pads
- Triangular bandage
- Hospital crepe or conforming bandage
- Wound/combine dressings
- Non-adhesive dressings
- Safety pins
- Scissors
- Gauze squares
- Forceps/tweezers
- Disposable latex or vinyl gloves

- Sharps disposal container
- Sterile saline solution or sterile water
- Resuscitation mask
- Antiseptic solution
- Plastic bags
- Re-usable ice-pack

The first aid kits used by Five Star Security Training will be of the type that is easily transportable to a training venue.

When staff undertake an assessment of a venue to establish its suitability for use as a training facility the provision of first aid facilities provided on site shall be checked to ensure that they comply with this policy. If the first aid facilities are not to the policy standard a first aid kit will be taken to the venue by training staff and kept at the site during training.

IDENTIFICATION

The first aid kit will have a white cross on a green background prominently displayed on the outside.

Symbolic first aid sign - white cross on green background



Record keeping

Five Star Security Training will maintain a register with the first aid kits. The purpose of this register is to record all instances of injury where The Five Star School of Security Training first aid kit has been used.

The reasons for having this register are:

- To identify areas or processes that is likely to give rise to injury or illness.
- To review safety procedures for preventing further problems.
- To implement safer and healthier training practices.
- As evidence of implementation of this standard.
- For evidence in compensation claims.

The register will contain three pages for each incident.

If a person who is injured is transported to a medical facility a copy of the first aid record should accompany the person.

A person who is injured will be given a copy of the first aid register or have access to that record if they request it.

The original copy of the first aid record should be retained with the first aid kit.

The first aid register will contain the following information.

- Name, address, date of birth and sex of injured or ill person.
- Contact phone number/s of next of kin where appropriate.
- Name of the course they are attending or employment occupation.
- Nature of injury or illness. E.G. fracture, burn.
- Bodily location of injury or illness.
- How the injury or illness occurred.
- Time and location of the incident that caused the injury or illness.
- Details of treatment, E.G. the first aid treatment given and/or referral to ambulance, doctor, hospital or elsewhere.
- Any other relevant details such as witnesses to the incident.
- Name and signature of person completing the record.

Confidentiality of information

The personal information about the health or injuries to a student or employee is confidential. This information includes details of medical conditions, treatment provided and the results of tests.

Disclosure of personal information, without that person's written consent, is unethical and in some cases may be illegal.

Information may be disclosed in the following circumstances:

- When legislation requires the disclosure.
- If the information can legally be provided to a court of law or tribunal or court of enquiry.
- It is necessary to disclose the information to minimise or eliminate danger to a person or ensure or assist with their health and safety.

This section of the policy should be read in conjunction with the relevant sections of the Policy and Procedure Manual in relation to the release of student information and confidentiality.

FIRST AID TRAINING

When training is provided the tutor or assistant tutor taking the training will be qualified as a minimum to Senior First Aid Certificate level.

LANGUAGE, LITERACY AND NUMERACY POLICY

POLICY STATEMENT

Language, Literacy and Numeracy testing will be conducted to an appropriate level prior to the commencement of a course. This is necessary to identify the level of Language, Literacy and Numeracy that a student possesses. If a student is identified at that point to lack the necessary Language, Literacy and Numeracy skills that would be required to complete the course then Five Star Security Training will refer the student to a suitable Registered Training Organisation who can provide Language, Literacy and Numeracy training for the student. It will be the student's responsibility to enroll in and pay for their literacy course through the Registered Training Organisation. Five Star Security Training is not resourced and is not qualified to deal with major Language, Literacy or Numeracy issues that a student may have.

PROCESS FOR TESTING

Language, Literacy and Numeracy testing will be conducted to an appropriate level prior to the commencement of a course or at the initial enquiry stage. This will ensure that a student has the best possible opportunity to succeed on the chosen course.

The methods used to assess a student's Language, Literacy and Numeracy ability will be by one or more of the following methods.

1. Completion of the course application form along with a semi-formal Language, Literacy and Numeracy checklist.

If a student is having difficulty with these forms it may indicate difficulty with Language, Literacy and Numeracy.

2. A verbal assessment is made of the student when they make the initial enquiry with a staff member about a course.


During this conversation the following may indicate that the student has Language, Literacy and Numeracy difficulties and may require extra attention.

- Persons who do not have English as their first language.
 - Aboriginal and Torres Straight Islanders.
 - The student is asking if there is need for reading, writing or spelling on the course.
3. At the commencement of the course the instructor may conduct an informal assessment by requiring the students to introduce themselves.

During this informal assessment the instructor may realise that the student is having Language, Literacy and Numeracy difficulties.

If it appears at any point that the student has or may have Language, Literacy and Numeracy difficulties a more formal assessment will be undertaken. If at the completion of this assessment it appears that the student will have difficulties understanding or completing the course the matter will be discussed with the student and a suitable course of action to improve the situation will be decided on. This may include referring the student to a Registered Training Organisation who can provide Language, Literacy and Numeracy training. When a student attends a Registered Training Organisation and undertakes Language, Literacy and Numeracy training the student will be reassessed on their return.

Semi-formal Test

| | | | |
|--|---|---------------------|-----|
| NAME | | | |
| Address | | | |
| Today's date. | | Date of birth | / / |
| Home phone number | | Mobile phone number | |
| Fill in here the name of the course that you wish to undertake. | | | |
| Answer the following questions. | | | |
| In your own words what does the sign on the right mean |  | | |
| If you worked for 8 hours and received \$19.00 per hour how much would you earn? | | | |

| | |
|---|--|
| Write the number of your drivers licence | |
|---|--|

Language, Literacy and Numeracy Test

The Language, Literacy and Numeracy test has been designed to give Five Star Security Training an indication of the literacy levels of the students. It includes exercises to test basic writing, reading, comprehension, oracy and numeracy skills.

It is an optional exercise, to be used at the Five Star Security Training discretion.

The test uses a Security Background. This is to avoid a deliberate 'literacy test' feel.

Five Star Security Training will assess the results and make the decision on whether any additional literacy assistance is required

The total time suggested for the test is:

| | |
|---------------|------------|
| Written test: | 45 minutes |
| Oral test: | 10 minutes |

THE LANGUAGE, LITERACY AND NUMERACY TEST

1. You have recently completed your Security Guards Course and have received your certificate. You have applied to the Office of Fair Trading for your Security Guards licence. You have not yet received your licence. Whilst reading the Situations Vacant section in the local newspaper you notice the following advertisement.

| |
|---|
| <p style="text-align: center;">Security Officers Wanted</p> <p>We require men and women who wish to join a professional, quality assured and well recognised security company.</p> <p>Applicants should be well groomed, physically fit and motivated. They should hold a recognised and accepted training certificate in security and crowd control as well as a current Security Licence..</p> <p>Vacancies include vehicle patrols, shopping centres, static and crowd control duties.</p> <p>Interested persons should forward a letter outlining their interest in one of these vacancies for security guards to:</p> <p>The Manager, Security, PO Box 2341, Brisbane</p> |
|---|

Now write a short letter (75 – 150 words) applying for the job.

Statement
Incident

Safety
Law

4. You get a job as a security guard with the security company. On Monday 25 February 2008 you are assigned to work at the security office desk at a shopping centre. Whilst working at the desk a Mr Knight comes in and you have the following conversation with him.

| | |
|-----------|---|
| You | Good morning, can I help you? |
| Mr Knight | I hope so, I have lost my wallet. |
| You | When did you discover that you'd lost it? |
| Mr Knight | About ½ an hour ago – yeah, 2.30-ish. I was about to pay for some shirts in Groovy Guys, when I realised my wallet wasn't in my back pocket. |
| You | Could you describe the wallet to me please? |
| Mr Knight | Yes, it's brown leather, one of those fold over kinds. It's pretty old. |
| You | Are there any other distinguishing features? |
| Mr Knight | Yes, it has M.K printed on it.. and it's pretty old. |
| You | And could you tell me what was inside? |
| Mr Knight | Ummm..... yes, about \$60 in cash, a visa card, my driver's licence and a library card. Oh yes, and a load of old receipts. |
| You | Thank you. I need to record these details in the Lost and Found register. Could you give me a contact number so we can let you know if we find your wallet? |
| Mr Knight | Sure, it's 0412 1111 1111. |

After speaking with Mr Knight you have to complete the company's lost and found register showing the details of what Mr Knight has lost. Your entry will be number 007. There is a previous entry in the book.

| Entry number | Date of loss | Time of loss | Description of the property | Location | Person reporting | Contact no | Officer receiving |
|--------------|--------------|--------------|-----------------------------|---------------|------------------|------------|-------------------|
| 006 | 12/03/02 | 1455 | LOST 1 diamond earring. | LOST Myids | Mrs Grolski | 747 747 | Alex Grape |
| 007 | | | | | | | |

4. TIMES SHEETS

A Timesheet is used to calculate the pay of security guards.

Below is an example of a time sheet for a guard named Alex Grape:

In this example Alex Grape was at the premises for a total of eight and a quarter hours, however he does not get paid for his meal break. The total hours he will be paid for is therefore seven and half-hours.

| Employee Name: <i>Alex Grape</i> | | | Week: <i>23.02.2003</i> | |
|--|-------------|-------------|--------------------------------|-------------------|
| Employee Number: <i>489549464</i> | | | Ending | |
| Position: <i>Static guard</i> | | | | |
| Day | Start time | Finish time | Total Breaks | Total shift hours |
| <i>Monday</i> | <i>0800</i> | <i>1615</i> | <i>45 mins</i> | <i>7.5</i> ← |
| | | | | |

Total hours, minus breaks taken

You have finished your first week at the security company. You started on Monday 25 February 2008.

Calculate the total hours you worked on each day and the total hours for the week. The first day has been done for you.

Now fill in the form below with your name, the date for the week ending and calculate the total shift hours for each day and total weekly hours for yourself. You will need to deduct your meal break each day.

| Employee Name: | | | Week: | |
|--------------------------------------|-------------|-------------|----------------|-------------------|
| Employee Number: <i>5321</i> | | | Ending | |
| Position: <i>Static guard</i> | | | | |
| Day | Start time | Finish time | Total Breaks | Total shift hours |
| <i>Monday</i> | <i>0800</i> | <i>1615</i> | <i>45 mins</i> | <i>7.5</i> |
| <i>Tuesday</i> | <i>0715</i> | <i>1745</i> | <i>45mins</i> | |
| <i>Wednesday</i> | <i>0645</i> | <i>1700</i> | <i>30 mins</i> | |
| <i>Thursday</i> | <i>0710</i> | <i>1615</i> | <i>45 mins</i> | |
| <i>Friday</i> | <i>0800</i> | <i>1800</i> | <i>45 mins</i> | |
| <i>Saturday</i> | <i>0800</i> | <i>1130</i> | <i>0</i> | |
| Total hours for week ending | | | | |

Suggested oral test

This test is designed to allow tutors to listen to the standard of oral English for Certificate II in Security applicants.

Interview students in pairs. Explain to them that they are to carry out a casual conversation in which they discuss a selected topic. These can be chosen from the list below, or from your own area of expertise.

Suggested topics

- What do you think you will enjoy about working in Security?
- What do you think will be the most difficult /easiest aspect of working in Security?
- Compare your previous work experience with your partner.

CONTACT WITH OUTSIDE AGENCIES POLICY

POLICY STATEMENT

The business activities of Five Star Security Training involve a number of complicated areas. Some are required by legislation and other relate to the business practices of the organisation. Statements and opinions given to outside agencies must at all time be correct. Failure to provide correct information could render Five Star Security Training criminally or civilly liable.

CONTACT WITH THE MEDIA

An example of media contact would be comments to the media on the effectiveness of security training after a high publicity incident involving security personnel.

The media contact policy is designed to ensure that Five Star Security Training is capable of effectively promoting and responding to issues in a professional, timely and positive manner.

It is important that issues which are the subject of media interest are thoroughly assessed, the relevant facts established and an appropriate strategy developed prior to any comments being made.

The prime objective when initiating issues or responding to the media is to ensure that the information given will be accurate and effective.

PROCEDURE

The Chief Executive Officer is the only staff member empowered to make media releases.

COMPLAINTS BEING INVESTIGATED BY GOVERNMENT AGENCIES OTHER THAN THE POLICE

If an agency contacts Five Star Security Training in relation to a complaint against an aspect of training or other business activity the staff member who receives the call will refer the caller to the CEO.

POLICE ENQUIRIES

If a police officer contacts Five Star Security Training in relation to a complaint which is the subject of a criminal investigation the staff member who receives the call will refer the caller to the CEO.

LEGISLATIVE FRAMEWORK

There is no legislative requirement for Five Star Security Training to have a policy relating to this area. Five Star Security Training considers that such a policy is an effective way for it to limit risk in dealing with these situations.

PERSONS TO WHOM THIS POLICY APPLIES

The policy listed above must be adhered to by all staff, and will assist in ensuring that the desired outcome is achieved.

UNAVAILABILITY OF CEO

In the event that the CEO is not available staff receiving the call should be guided by unavailability of CEO policy.

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VISITING INSTRUCTOR FAILS TO ATTEND POLICY

POLICY STATEMENT

Five Star Security Training is a training provider training and it is the object of Five Star Security Training to ensure that students obtain exemplary service and training. To ensure that the training is relevant and of a high standard there are occasions when the school will use tutors or lecturers from outside its own resources to provide training. There may be occasions when the visiting lecturer or tutor becomes unavailable due to unforeseen circumstances.

PROCEDURE

On occasions when a visiting lecturer or tutor becomes unavailable the following procedure is to be followed.

1. Administration staff shall contact the instructor and ascertain the reasons for non-attendance.
2. The instructor is to be asked if they can arrive to take the training session in a reasonable time.
3. If the time of attendance is reasonable staff are to arrange for other training to be rescheduled using a tutor who may be taking a later session. If this is not possible students will be directed to do other activities such as completing their workbooks.
4. Only in exceptional circumstances is the class to be cancelled.

PRIVACY MANAGEMENT POLICY

POLICY STATEMENT

Due to the nature of its business Five Star Security Training collects and holds considerable amounts of information about the students that it trains. It also holds information about its staff. Five Star Security Training acknowledges and respects the privacy of the peoples details.

We will take all reasonable measures to protect that information and we supports the National Privacy Principles contained in the Privacy Act.

This policy should be read in conjunction with other privacy policies contained in the Policy and Procedure manual.

DEFINITION OF PERSONAL INFORMATION

The Privacy Act 1988 and The Freedom Of Information Act 1982 defines personal information as information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

INFORMATION TO BE COLLECTED

In order to undertake its functions as a training organisation Five Star Security Training collects information from students. This can include but is not limited to such details as

- Name
- Home address
- Next of kin
- Date of birth.

INFORMATION THAT SHOULD NOT BE COLLECTED

Information about students does not need to be collected unless there it is shown that there is reason for its collection. A student would have this reason explained to them at the time of collection.

The type of information that does not need to be collected could include but not be limited to

- Marital status

- Sexual orientation.
- Religion.

USE OF PERSONAL INFORMATION

The purpose of collecting information is only to assist in the running of Five Star Security Training. Under no circumstances are a student's details to be passed to a third party, other than those entitled to it by relevant legislation, unless written permission has been obtained from the student.

DISPOSAL OF PERSONAL INFORMATION

Any documents which contain student details which are not contained in the formal filing system, these include casual notes taken during phone enquiries, shall be disposed of by shredding through a commercial security document shredder company.

STAFF CODE OF CONDUCT POLICY

POLICY STATEMENT

Five Star Security Training Code of Conduct has been formulated to reinforce Five Star Security Training values. Its intention is to give staff, tutors and instructors a clear understanding of what is required of them and will assist in establishing an learning environment in which the staff have the highest ethical and professional standards. It further recognises that the staff, tutors and instructors of Five Star Security Training are highly valued by the school and that they all contribute to the schools goals of being a place where every student will be inspired and challenged to learn, grow, and accomplish their vocational goals.

PERSON TO WHOM THIS POLICY APPLIES

This policy applies to all staff members of Five Star Security Training whether they are administration staff, tutors, lecturers or invited lecturers or presenters.

PROCEDURE:

Staff will receive the Code of Conduct as part of their induction materials.

Staff will sign the document as an acknowledgment of their understanding and compliance to the Code of Conduct.

A copy will be held on the staff member's Personal/Personnel File.

STAFF CODE OF CONDUCT

Staff members are obliged by this Code and other instruments to uphold the mission of Five Star Security Training and its values.

This Code sets out in broad terms the rights and responsibilities of staff of Five Star Security Training. More details of the individual sections can be found in the Policy and Procedure manual.

This Code of Conduct is not intended to replace and it does not replace any legislation, relevant professional bodies' codes of conduct or awards and policies. Staff members are required to comply with the Statutes or regulations be they Federal or State as well as any local government legislation and bylaws or employment agreements.

1. MUTUAL EXPECTATIONS

It is expected that Five Star Security Training will:

- 1.1. Provide the conditions for a rewarding working and learning environment that is safe and healthy as far as is reasonably practicable for all staff and students.
- 1.2. Value diversity across the community.
- 1.3. Support learning and encourage feedback from staff about their working environment.
- 1.4. Have decision-making processes that are fair, transparent and are free of discrimination and harassment.
- 1.5. Not accept behaviour that might be perceived as bullying or intimidating.
- 1.6. Develop and keep up to date best practice policies and procedures that support legislation and statutory requirements.
- 1.7. Ensure that staff members are aware of their obligations and responsibilities and what is expected of them at all times.

2. STAFF WILL:

- 2.1. Demonstrate commitment to Five Star Security Training values through their professional behaviour.
- 2.2. Be aware of and observe Five Star Security Training policies and procedures at all times.
- 2.3. Be familiar with and uphold the Five Star Security Training obligations under State and Federal legislation on equal opportunity, anti discrimination so as to ensure all persons be they staff or students are treated in a fair and equitable manner in all matters.
- 2.4. Carry out their duties with honesty and integrity.
- 2.5. Not engage in any illegal or corrupt practices or conduct themselves in a way that might discredit or damage the reputation of the Five Star Security Training .
- 2.6. Promptly report any suspected instances of fraud, corrupt or improper conduct.
- 2.7. Not engage in conduct which amounts to or may be perceived as being discriminatory or harassment nor behaving towards other

persons in a manner which may reasonably be perceived as bullying or intimidating.

2.8. Take pride in their appearance.

2.9. Be familiar with the Code of Conduct and endeavor to ensure it is observed at all times.

3. CONFLICT OF INTEREST

3.1. A conflict of interest is a situation where personal associations or interests interfere with the schools conduct.

3.2. Staff members are to avoid conflicts of interest and are to conduct themselves at all times with honesty, fairness and propriety.

3.3. At no time are staff members to take improper advantage of their position to obtain benefits for themselves or any other person.

4. PERSONAL RELATIONSHIPS

4.1. Staff should not participate in the training matters or assessment of any person with whom they have a close personal relationship.

4.2. In these situations training and assessments should be undertaken by another qualified person.

5. ACCEPTANCE OF GIFTS OR OTHER BENEFITS

5.1. Staff should not ask for or encourage commissions, the giving of gifts or benefits connected with performing their duties.

5.2. If a staff member is unsure about acceptance of a token gift or benefit, they should consult the CEO.

6. USE OF INFORMATION

6.1. Staff must ensure that information including data relating to other staff or students is used in accordance with Five Star Security Training's Privacy Policy.

6.2. Information which staff members become aware of through their employment must be used only for Five Star Security Training purposes and must not be disclosed to any third party.

6.3. Information must not be used for the benefit or gain of any staff member or any third party.

7. PUBLIC COMMENT

7.1. The Chief Executive Officer is the only staff member empowered to make media releases.

8. SAFETY AND SECURITY

8.1. Staff must make every effort to ensure that all staff and students are safe and secure whilst using Five Star Security Training facilities and buildings.

9. WORKPLACE HEALTH AND SAFETY

9.1. Staff members are to perform their duties in a safe and competent manner.

9.2. The policies and procedures instructions relating to health and safety are to be complied with at all times.

9.3. Five Star Security Training The school is committed to ensuring that all staff and students are, as far as reasonably practicable, protected from risk to their health and safety whilst at the training facilities provided by Five Star Security Training.

10. USE OF FACILITIES AND EQUIPMENT

10.1. All staff must take care of Five Star Security Training facilities and equipment.

10.2. Equipment and facilities are only to be used for the purpose for which they were built.

10.3. Damaged, defective equipment and facilities must be reported.

11. DRUGS, ALCOHOL AND SUBSTANCE ABUSE

11.1. Staff members are prohibited from consuming, using or otherwise abusing any drugs or alcohol whilst performing their work or during training.

12. FRAUD AND CRIMINAL ACTIVITY

12.1. Staff must undertake their duties with honesty and integrity.

12.2. They must not be involved in any fraudulent practice that might cause loss to Five Star Security Training.

12.3. Staff must not be involved in any criminal activity that may cause loss to Five Star Security Training and discredit and damage the reputation of Five Star Security Training.

12.4. Any staff member who suspects instances of fraudulent or criminal activity must report the matter to the CEO.

13. DISCRIMINATION AND HARASSMENT

13.1. Staff must not behave in a manner or conduct themselves in such a way that amounts to or may be perceived as harassment or discrimination.

14. CONDUCT AND BEHAVIOUR OF TUTORS AND INSTRUCTOR

14.1. A staff member with training roles has an important responsibility. They must create a fair and just training environment, and they have a particular onus to maintain the standards of Five Star Security Training and respect for others.

14.2. Tutors and Lectures need to:

14.2.1. Act equitably and consistently in their dealings with all students.

14.2.2. Ensure their students understand the training standards expected of them.

14.2.3. Maintain open, honest and courteous communication with all students.

14.2.4. Avoid actions or interactions that may reasonably be perceived as bullying of students.

14.2.5. Ensure workplace health and safety obligations are met, so that their students train in a safe environment.

14.2.6. Provide equitable access to training opportunities.

14.2.7. Provide assistance for students with disabilities, family responsibilities or to allow religious or cultural observance.

15. THE CODE OF CONDUCT

15.1. Breaches of this Code of Conduct are serious.

15.2. Disciplinary action may be taken against a staff member who breaches the code.

15.3. Staff must promptly bring to the attention of CEO where they are aware of an alleged breach of the Code.

STUDENT REFERENCES POLICY

POLICY STATEMENT

It is Five Star Security Training policy to assist students in obtaining suitable employment once they have completed their studies. As part of that commitment tutors and staff of Five Star Security Training may provide references regarding a student.

NOTE

Remember that you, as the author of a reference, owe a 'duty of care' to the person about whom it is written and also to the recipient. A student has the right to request a copy of a reference written about them. A copy of the reference is to be held on the students file.

PROCEDURE

The guidelines on supplying references about a student are.

1. The content of the reference can only relate to the authors experience with the student during their training unless the tutor has prior knowledge of the student. In these cases the reference may include this fact.
2. The reference must be in writing. A copy will be held on the students file.
3. All references are to be checked by the CEO before they are given to the student.

THE LEGAL POSITION

An inaccurate or defamatory student reference can be the subject of an action for negligence or defamation. The author of a reference owes a 'duty of care' to the person about whom it is written. A duty of care is also owed to the recipient of the reference if the information contained in the reference is inaccurate or misleading.

References provided by staff are effectively providing a reference on behalf of Five Star Security Training and the reference should be provided on Five Star Security Training letterhead.

Any staff member who is approached for a reference from a student who is known to them but they have not had any training school contact, will make it clear in the reference that it is provided in a personal capacity. Such a reference is not to be on Five Star Security Training letterhead and the relationship of the referee with the individual concerned should be made clear.

AIMS OF THE REFERENCE

There are two principal reasons for a student requesting a reference.

- a To confirm the accuracy of statements made in his/her Resume, CV or employment application.
- b To provide opinions as to the students suitability for an employment position that they are applying for.

PROVIDING A REFERENCE

In writing a reference the author should always include and consider the following.

1. How long they have known the student.
2. In what capacity they have known the student.
3. Ensure that the facts stated about a student are correct. If in doubt, leave it out.
4. Do not give opinions on an issue about which the author has no knowledge.
5. As a general rule only comment on a students performance or ability when the matters have already been discussed with the student.
6. References should be marked 'confidential' to the addressee.

LIABILITY AND DISCLAIMERS

A reference should contain the following disclaimer in its final paragraph:

"In accordance with Five Star Security Training normal practice this reference is given in good faith and in confidence, without legal liability on behalf of the author or Five Star Security Training."

As there is no guarantee that a disclaimer will not be successfully challenged in court due care must be exercised when preparing a reference.

CONFIDENTIALITY AND DISCLOSURE OF REFERENCES

All references are given in confidence but Five Star Security Training or the recipient, may be required to disclose a reference under certain circumstances, such as a request for disclosure by an Employment Tribunal or a Court dealing with a negligence or defamation case.

TELEPHONE OR VERBAL REFERENCES

Although requests for telephone or verbal references are frequently received, such requests should be declined other than in exceptional circumstances, as information given in this way may be misinterpreted in its transmission to the receiver. If when there are exceptional circumstances and a verbal reference

is given the identity of the caller should be clarified and confirmed. Notes should be kept of the conversation.

Where a verbal reference is given it should not contain any information that could not be made in a written reference.

UNSOLICITED REFERENCES

References addressed '*to whom it may concern*' should not be supplied.

CRIMINAL CONVICTIONS AND DISCIPLINARY ACTIONS

Under no circumstances should any reference be made to criminal convictions or disciplinary action taken against a student.

STUDENT CODE OF BEHAVIOUR POLICY

POLICY STATEMENT

The following outlines the code of conduct for students undertaking training at Five Star Security Training. This code of conduct provides information and defines the expectations for responsible behaviour for students.

SCOPE

All Students enrolled at Five Star Security Training.

PROCEDURE

Students will receive the Code of Conduct as part of their orientation and enrolment materials.

RESPONSIBILITY

The CEO is responsible for reviewing Five Star Security Training student Code of Conduct as part of the annual business plan review.

The administration staff is to ensure a copy of the student Code of Conduct is supplied to each enrolling student.

A copy of the student Code of Conduct is to be displayed in the administration area.

STUDENT CODE OF CONDUCT

1. STUDENTS WILL:

- 1.1. Demonstrate commitment to Five Star Security Training values through their professional behaviour.
- 1.2. Be aware of and observe Five Star Security Training policies and procedures at all times.
- 1.3. Be familiar with and uphold Five Star Security Training obligations under State and Federal legislation on equal opportunity, anti discrimination so as to ensure all persons be they staff or other students are treated in a fair and equitable manner in all matters.
- 1.4. Not engage in any illegal or corrupt practices or conduct themselves in a way that might discredit or damage the reputation of Five Star Security Training.
- 1.5. Promptly report any suspected instances of fraud, corrupt or improper conduct.
- 1.6. Not engage in conduct which amounts to or may be perceived as discriminatory or harassment nor behaving towards other persons in a manner which may reasonably be perceived as bullying or intimidating.
- 1.7. Take pride in their appearance.

- 1.8. Be familiar with the Code of Conduct and endeavor to ensure it is observed at all times.

1. COMPLIANCE WITH THE LEGISLATION

- 1.1. Students must follow all Australian Federal Government and Queensland State Government laws, rules and regulations.

2. ATTENDANCE

- 2.1. Students are to attend and remain for the total period of all training classes.

3. GENERAL CONDUCT

- 3.1. Students are to be courteous and polite to all other students and to all staff.
- 3.2. Students must not engage in conduct that is disorderly, disruptive, lewd or indecent.
- 3.3. Students must behave in a manner that is not discriminatory towards any other student or staff member because of that person's race, colour, religion, ancestry, national origin, gender, marital status, sexual orientation, age, or disability.
- 3.4. Students are to respect the differences of other students and staff.
- 3.5. Students must not exhibit behaviour that may be interpreted as being abusive. This includes the wearing of any type of clothing that has offensive or racial words printed on it.
- 3.6. Students must not behave in a manner that disrupts other students during classroom sessions.
- 3.7. Students must complete all class and home assignments set by their tutors in the time allocated.
- 3.8. Students must follow instructions regarding the proper use of copyright.
- 3.9. Students must not provide false information relating to their identification.
- 3.10. Students must not cheat or plagiarise assignments.

4. DRUGS ALCOHOL AND OTHER ILLEGAL SUBSTANCES

Alcohol is not permitted on Five Star Security Training premises without prior approval from the CEO.

Students are not to use, possess, sell or distribute any alcohol or illegal substances on the school property. Any student doing so will be reported to the Police and be dismissed from the training.

5. USE OF FACILITIES AND EQUIPMENT

5.1. All students must take care of Five Star Security Training facilities and equipment.

5.2. Equipment and facilities are only to be used for the purpose for which they were built.

5.3. Damaged, defective equipment and facilities must be reported to The Administration Officer

6. WORKPLACE HEALTH AND SAFETY

6.1. Students are to conduct themselves in a safe and competent manner.

6.2. The policies and procedures instructions relating to health and safety are to be complied with at all times.

6.3. Five Star Security Training is committed to ensuring that all students are, as far as reasonably practicable, protected from risk to their health and safety whilst at the training facilities provided by Five Star Security Training.

6.4. Students must advise the administration of any reportable or potential infectious diseases to assist in the management of health issues.

7. PROCEDURE WHERE BREACHES OF THE CODE OF CONDUCT OCCUR

When a student puts the safety and security of any staff or student of Five Star Security Training at risk as a result of the breach of the Code of Conduct, immediate steps will be taken to remove the student from the premises.

When a student is deemed to be in breach of the Code the student will be interviewed by the CEO. At that point a determination will be made as to the severity of the breach and the penalty if any that will apply.

When the breach is one that impacts on the safety and security of staff or other students the student may have their enrolment cancelled.

SEXUAL HARASSMENT POLICY

POLICY STATEMENT

Five Star Security Training is an Equal Employment Opportunity organisation and we are committed to treating all students and staff fairly. It also means that we are committed to ensuring that all students and staff do not harass or treat any other employee or student unfairly or are subject to harassment.

Sexual Harassment

Sexual harassment is any type or form of offensive sexual attention that is uninvited and unwelcomed by the recipient. It can be a single incident or a persistent pattern of unwelcomed and uninvited behaviour.

The distress that such behaviour causes can be the same whether the conduct is intentional or unintentional.

There is legislation both State and Federal that cover this behaviour.

The Anti-Discrimination Act 1991 is one such act.

In Section 118 of the act it states

“A person must not sexually harass another person”.

It defines sexual harassment as:

“Sexual harassment happens if a person

(a) Subjects another person to an unsolicited act of physical intimacy;

Or

(b) Makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person;

Or

(c) Makes a remark with sexual connotations relating to the other person;

Or

(d) Engages in any other unwelcome conduct of a sexual nature in relation to the other person;

And the person engaging in the conduct described in paragraphs (a), (b), (c) or (d) does so—

(e) With the intention of offending, humiliating or intimidating the other person;

Or

(f) In circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.”

Some examples of sexual harassment could include

- Physical contact such as patting, pinching or touching in a sexual way.
- Unnecessary familiarity such as deliberately brushing against a person.
- Sexual propositions.
- Unwelcome and uncalled for remarks or insinuations about a person's sex or private life.
- Suggestive comments about a person's appearance or body.
- Offensive telephone calls.
- Indecent exposure.

Behaviour that could be harassment

Harassment, including sexual harassment often happens when people use power inappropriately. There are many types of verbal, non-verbal and physical behaviour that could amount to harassment. The basic rule is that if someone finds the behaviour unwelcome, then it could be a type of harassment.

Depending on the circumstances, the following are some examples of harassment:

- Material that is sexist, sexually explicit, homophobic (anti-gay) and so on, that is displayed in the workplace, circulated on paper or by email, or put on a computer or fax machine or on the internet, or in someone's belongings;
- Verbal abuse or comments that put down or stereotype people because of their sex, pregnancy, race, age, marital status, homosexuality and so on;
- Intrusive questions about sexual activity, or offensive jokes with sexual content;
- Offensive jokes based on sex.

- Staring or leering in a sexual manner, sexual or physical contact, such as slapping, kissing, touching or hugging;
- Repeated sexual or personal invitations when the person has refused similar invitations before;
- Sexual assault (this is also a crime under the Criminal Code Act).

VICTIMISATION

Victimisation is also against the law. This means that we will not treat students or staff unfairly for complaining about harassment or discrimination.

PROCESS

If a staff member or student considers they are being harassed or victimised they can make a complaint about the matter to Five Star Security Training administration staff.

If the complaint is about a staff member or tutor the complaint should be made to the CEO.

The complaint will be dealt with confidentially pursuant to Five Star Security Training grievance policy.

A copy of that policy is available from the student liaison officer.

Responsibilities of staff and tutors

All staff and tutors of Five Star Security Training must do their best to prevent harassment of any kind.

To assist in this staff should:

- Be good role models and do not engage in any behaviour which could be interpreted as harassment.
- Make it clear to students that you will not tolerate any harassing behaviour from them;
- Ensure that the training environment is free of any kind of sexist or sexually-related material including, posters, screen savers, cartoons and so on;
- Inform students to come forward immediately if they experience any harassment that they can not deal themselves, or do not feel comfortable dealing with themselves, this will ensure that problems can be resolved as quickly as possible.

Any staff member or student who is unsure about how to handle or resolve a grievance, or other matters related to discrimination or harassment, should seek confidential advice from the CEO.

SMOKING POLICY

POLICY STATEMENT

Five Star Security Training has developed a policy on smoking within the training facilities in accordance with legal obligations of the Tobacco and other Smoking Products Act 1998 (QLD).

PURPOSE

The main purpose of the policy is to comply with the legal obligations of the Tobacco and other Smoking Products Act 1998 (QLD).

The secondary purposes are:

- Reduce passive smoking (such as exposure to environmental tobacco smoke), and to protect the health of both non-smokers and smokers.
- To reduce the risk of fire.
- Reduce litter.
- To provide an environment for all staff and students to enjoy and be proud of.

Responsibility

All staff shall promote and ensure compliance with the Smoking Policy.

All students and any visiting lectures will be required to abide by this policy while on Five Star Security Training premises or premises being used for training.

There are no exceptions to the policy.

Disciplinary action

Complaints arising from students smoking in non-smoking areas should be directed to the tutor in the first instance.

Staff members who fail to comply with the policy will be counselled or warned appropriately by the appropriate person in their management structure.

Repeated breaches by staff or students will be reported to the CEO, who will deal with them under established discipline procedures.

Legislation

The Tobacco and other Smoking Products Act 1998 (QLD) states:

Section 26R Person must not smoke in enclosed place

(1) A person must not smoke in an enclosed place.

Maximum penalty - 20 penalty units.

Note:

This section would include any premises where training is being undertaken.

Section 26ZJ Person must not smoke near an entrance to an enclosed place

(1) A person must not smoke within 4metres of any part of an entrance to an enclosed place, unless the person has a reasonable excuse.

Maximum penalty - 20 penalty units.

Section 26ZK Person must not smoke near children's playground equipment

(1) A person must not smoke within 10metres of any part of children's playground equipment situated at a place that is ordinarily open to the public.

Maximum penalty - 20 penalty units.

As well as the penalties for individuals Five Star Security Training could be fined.

UNAVAILABILITY OF CEO POLICY

POLICY STATEMENT

Due to other commitments there may be times when the CEO is not available to be contacted. In these situations the procedure shown below is to be followed.

REASON FOR BEING UNAVAILABLE

There are many reason that the CEO may not be available these include but are not limited to:

1. Leave
2. Attending meetings
3. Out of the office
4. Taking training.

Other than in an emergency the CEO should not be disturbed or interrupted when in one of these situations. The time the CEO will become available will be given to the administration staff prior to becoming unavailable.

PROCEDURE

Staff members who receive calls from persons who wish to speak to the CEO are to vet the calls to establish if the call is urgent or involves a life-threatening situation that may require the CEO to be contacted.

Other than these situations the receiver of the call is to advise the caller that the CEO is not available and the time when they will become available. In these situations the receiver of the call is to take details of the callers name and phone number and brief details of what the call relates to. When the CEO becomes available these details are to be passed on to the CEO.

VERSION CONTROL POLICY

POLICY STATEMENT

All publications including training manuals, workbooks, and policy and procedure manuals used and developed by Five Star Security Training will utilise the version control system.

POLICY

Version triggers are defined as changes to a publication or document that has progressed beyond an agreed point that would constitute a new version of that publication.

Examples of possible version triggers include:

- Additions or deletions to the content of a publication.
- Change in publication title.

Identifiers will include, at a minimum, the date of publication. The version will be placed in the footer of the document.

Eg July 2014

Other information which may also be contained in version identifiers may include but not be limited to such identification as volume or issue numbers, publishing agency, file formats.

WORKPLACE HEALTH AND SAFETY POLICY

Policy Statement

Five Star Security Training aims to provide a safe and secure working environment and is committed to achieving and maintaining the highest practicable standards of Work Health and Safety for its staff and students.

Five Star Security Training accepts its responsibility relating to the Work Health and Safety Act 2011 (Qld).

Under the civil law responsibilities of “Duty of Care” Five Star Security Training have the responsibility to provide as far as is practicable:

- Safe, positive supervision at all levels.
- Inspection of all Five Star Security Training physical assets and activities.
- The investigation of all accidents and incidents, including “near misses”.
- A system of reporting all hazards and the implementation of all practicable control measures to protect students and staff.
- Systems that will encourage staff and students to implement sound health and safety practices.
- A safe place to train and work.
- Safe systems of training.
- Safe equipment.
- Provide training in safety at work.

COMPLIANCE WITH THIS POLICY IS MANDATORY

Safety Audits

A suitably qualified staff member of Five Star Security Training must conduct an assessment of the school and its training methods at least once every twelve months to identify any unsafe work practices.

The staff member must record and submit the results, and any recommendations to rectify unsafe work practices, to the CEO within 30 days of completing the assessment.

The CEO will take appropriate action to rectify any unsafe work practices identified in the assessment.

Five Star Security Training will keep assessments and recommendations, and other matters recorded for five years.

PERSONS TO WHOM THIS POLICY APPLIES

Five Star Security Training requires all staff, including visiting tutors or lectures, students, visitors and/or contractors to comply with legislative requirements and this policy and other policies that relate to workplace health and safety.

To clarify this instruction the following shall apply:

Obligations of Staff

All staff members have an obligation to comply with Five Star Security Training workplace health and safety policies, procedures and instructions to ensure a safe workplace. This means that staff are required to:

- Comply with all instructions relating to health and safety.
- Eliminate hazards.
- Hazards which cannot be immediately corrected are to be reported.
- When hazards are found the finder is to remain at the place until qualified staff can deal with the matter.
- Immediately seek first aid or treatment for injuries and illnesses.
- Report injuries and illnesses on the appropriate form.
- Correctly use any personal protective equipment (PPE) provided by Five Star Security Training
- Be familiar with emergency and evacuation procedures.
- Not misuse or wilfully interfere with any equipment.
- Not place themselves or anyone else at risk at Five Star Security Training
- Not wilfully injure themselves.

Obligations of visiting tutors or lecturers, students, visitors and/or contractors

Visiting tutors or lecturers, students, visitors and/or contractors to Five Star Security Training must:

- Comply with any instructions given to them by the staff that relates to health and safety.
- Use any personal protective equipment (PPE) supplied.
- Only use training equipment when under the supervision of a tutor or instructor.
- Not participate in activities in a wilful or recklessly manner which may cause injuries.

- Not act in a way which will place at risk the health and safety of anyone at Five Star Security Training.
- Not to wilfully or intentionally injure themselves or another person.

Meeting the obligations of the Work Health and Safety Act (2011)

Five Star Security Training has obligations under the Work Health and Safety Act 2011 and the Electrical Safety Act 2002 to provide Health and Safety in the workplace.

In order to comply there are four types of legislative instruments that assist in meeting workplace health and safety obligations. They are:

- Regulations
- Ministerial notices
- Codes of practice
- Industry standards

Regulation or Ministerial

This means that if there is a Regulation or Ministerial notice that prescribes a way of preventing or minimising exposure to a risk, or prohibits exposure to a risk, Five Star Security Training must follow that prescribed way.

Code of Practice and Industrial Standards

If there is a code of practice or industrial standard stating a way of managing exposure to a risk:

- That stated way must be adopted and followed to manage the exposure to the risk by Five Star Security Training

Or

- Five Star Security Training must adopt and follow another way, that gives the same level of protection against the risk, and take reasonable precautions and exercise proper diligence.

No regulation, ministerial notice or code of practice

When there is no regulation, ministerial notice or code of practice about a risk, Five Star Security Training discharges the workplace health and safety obligation for exposure to the risk by doing both of the following:

- Adopting and following any way to discharge the person's workplace health and safety obligation for exposure to the risk

And

- Taking reasonable precautions, and exercising proper diligence, to ensure the obligation is discharged.

Part three of the Queensland Work Health and Safety Act 2011 places obligations on people in the workplace. The following extracts cover the type of people who are likely to be involved with Five Star Security Training. For further details refer to Section 3 of the Queensland Work Health and Safety Act 2011

23 Obligations for workplace health and safety

(1) The following persons have obligations under division 2 to ensure workplace health and safety—

- Persons who conduct a business or undertaking, whether as employers, self-employed persons or otherwise
- Persons in control of workplaces
- Designers, manufacturers and suppliers of plant
- Erectors and installers of plant
- Owners of plant
- Manufacturers and suppliers of substances
- Persons in control of relevant workplace areas
- Persons in control of fixtures, fittings or plant included in relevant workplace areas.

INVESTIGATION OF INCIDENTS AND ACCIDENTS.

Other than in situations of notifiable incidents where the severity or type of an accident or incident requires investigation by outside agencies such as Police or the health and safety inspectors as required under legislation, Five Star Security Training will conduct its own workplace investigations into non-notifiable incidents.

NOTIFIABLE INCIDENTS

A notifiable incident is an incident resulting in:

- A person suffering a work injury that is a serious bodily injury, including a fatality.
- A work caused illness.
- A dangerous event.

Work injury means:

- An injury to a person that requires first aid or medical treatment if the injury was caused by work, a workplace, a workplace activity or specified high risk plant.

- The recurrence, aggravation, acceleration, exacerbation or deterioration of an existing injury in a person if:
- First aid or medical treatment is required for the injury
- Work, a workplace, workplace activity or specified high risk plant caused the recurrence, aggravation, acceleration, exacerbation or deterioration
- Any serious bodily injury, if the injury was caused by work, a workplace, a workplace activity or specified high-risk plant.

Serious bodily injury means an injury to a person that causes:

- The injured person's death.
- The loss of a distinct part or an organ of the injured person's body.
- The injured person to be absent from the person's voluntary or paid employment for more than four normal working days.

Work caused illness means:

- An illness contracted by a person to which work, a workplace, a workplace activity or specified high risk plant was a significant contributing factor.
- The recurrence, aggravation, acceleration, exacerbation or deterioration in a person of an existing illness if work, a workplace, a workplace activity or specified high risk plant was a significant contributing factor to the recurrence, aggravation, acceleration, exacerbation or deterioration.

Dangerous event means:

- An event caused by specified high risk plant.
- An event at a workplace caused by workplace activity.
- If the event involves or could have involved exposure of persons to risk to their health and safety because of:
- Collapse, overturning, failure or malfunction of, or damage to, an item of specified high risk plant
- Collapse, or failure of an excavation or of any shoring supporting an excavation
- Collapse, or partial collapse of any part of a building or other structure
- Damage to any load bearing member of, or the failure of any brake, steering device or other control device of, a crane, hoist, conveyor, lift or escalator
- Implosion, explosion or fire
- Escape, spillage or leakage of any hazardous material or dangerous goods
- Fall or release from a height of any plant, substance or object
- Damage to a boiler, pressure vessel or refrigeration plant
- Uncontrolled explosion, fire or escape of gas or steam

Non-notifiable incidents

A non-notifiable incident is one that does not result in a person suffering from a serious bodily injury or death and is not a dangerous event.

While Five Star Security Training does not have to notify Workplace Health and Safety Queensland about non-notifiable incidents the matters will be recorded and investigated so action can be taken to prevent similar incidents occurring in the future. In this respect incidents including "near misses"

Record a non-notifiable incident

Non-notifiable incidents will be recorded on the incident form within three days of the person making the record becoming aware of the incident.

The record will be kept for one year after the record was made.

INTERNAL INVESTIGATIONS

A suitably qualified staff member will be appointed to undertake the internal investigation.

The incidents that are subject to internal investigation will be investigated in the following way.

All information about the incident will be collected collated and the facts establish including:

1. Who was involved in the incident or accident
2. What happened
3. Where the incident or accident happened
4. How it happened
5. Why it happened

At the completion of the investigation the investigating member will submit a report to the CEO. This will include the information above and it will also contain the following:

1. What were the underlying causes of the incident or accident?
2. Make recommendations based on the underlying causes on how the incident or accident can be prevented in the future.
3. Make recommendations on who are suitable qualified persons to correct the situation.

On receipt of the report the CEO will take action on the recommendation to have the situation rectified within 30 days.

If the incident has come about due to equipment failure the equipment is not to be used until it has been satisfactory repaired and shown as safe by a suitably qualified person.

RISK MANAGEMENT POLICY

POLICY STATEMENT

Five Star Security Training will maintain procedures to provide the school with a systematic view of the risks faced in the course of our activities.

PURPOSE

1. The purpose of the policy is to prevent or reduce the risk and adverse consequences associated with damage to our assets and business.
2. Control and treat those risks until the level of risk is acceptable.

Where appropriate these procedures will be consistent with the Standards Australia - Risk Management Standard, *AS/NZS 4360:1999 - Risk Management*.

PREAMBLE

Risk Management is defined as processes and structures that when put in place will assist in the effective management foresee potential opportunities and prevent adverse effects to Five Star Security Training.

There is risk in all business activities. It is considered a good management practice to have a formal and systematic approach to managing risk within an organisation.

By adopting a formal approach to risk management Five Star Security Training will improve decision-making, enhance outcomes and its accountability.

Risk can not be totally eliminated however in an attempt to ensure any adverse effects to the premises are minimised and that any opportunities which may present themselves are maximised Five Star Security Training has adopted this Risk Management Policy. The policy will ensure that the most beneficial outcomes are obtained from limited resources.

Five Star Security Training Risk Management Policy will require:

- The Management practices that are used are forward thinking and strategically focused
- Ensuring that managing risk is cost effective to ensure that any benefits gained are not outbalanced by the cost involved.
- Have contingency plans in place to deal with critical incidents and threats to the premises

SCOPE

This policy is not intended to duplicate existing instructions and this policy should be read in conjunction with all other policies.

KEY DEFINITIONS

Risk management definitions can be found in the definitions section of the Standards Australia Risk Management standard, *AS/NZS 4360:1999 - Risk Management*. The key definitions for this policy follow:

- **Risk**

The chance of something happening that will have an impact on the achievement of Five Star Security Training objectives. Risk is measured in terms of consequences and likelihood.

- **Risk Assessment**

The overall process of risk analysis and evaluation. This is the shaded component of the schematic diagram on page 3 of this policy.

- **Risk Management**

The culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects within the schools environment.

- **Risk Management Process**

The systematic application of management policies, procedures and practices to the tasks of establishing the context, identifying, analysing, evaluating, treating, monitoring and communicating risk.

Consequence

The outcome of an event expressed qualitatively or quantitatively, being a loss, injury, disadvantage or gain. There may be a range of possible outcomes associated with an event.

Likelihood

Description of probability or frequency.

Residual risk

The remaining level of risk after risk treatment measures has been taken.

Risk acceptance

An informed decision to accept the consequences and the likelihood of a particular risk.

Where appropriate these procedures will be consistent with the Standards Australia Risk Management standard, *AS/NZS 4360:1999 - Risk Management*. This will require the school to:

- Establish a context. This is a context against which the rest of the risk will take place. Criteria against which risk will be evaluated should be established and the structure of the risk analysis defined.
- Identify Risks. This is the identification of what, why and how events arise as the basis for further analysis.
- Analyse Risks. This is the determination of existing controls and the analysis of risks in terms of the consequence and likelihood in the context of those controls. The analysis should consider the range of potential consequences and how likely those consequences are to occur. Consequence and likelihood are combined to produce an estimated level of risk.
- Evaluate Risks. This is a comparison of estimated risk levels against pre-established criteria. This enables risks to be ranked and prioritised.
- Treat Risks. For higher priority risks the school is required to develop and implement specific risk management plans including funding considerations. Lower priority risks may be accepted and monitored.
- Monitor and Review. This is the oversight and review of the risk management system and any changes that might affect it. Monitoring and reviewing occurs concurrently throughout the risk management process.
- Communication and Consultation. Appropriate communication and consultation with internal and external stakeholders should occur at each stage of the risk management process as well as on the process as a whole.

Schematically, the risk management process is depicted in the following diagram:

RESPONSIBILITY FOR RISK MANAGEMENT

General

All staff members of Five Star Security Training are responsible for the effective management of risk and this includes the identification of potential risks. The CEO is responsible for the development of risk mitigation plans and the implementation of risk reduction strategies. This process should be integrated with other planning processes and management activities.

CEO

The CEO is accountable for ensuring that a risk management system is established, implemented and maintained in accord with this policy. The CEO is empowered to assign responsibilities in relation to risk management to staff members.

RISK DEFINITION AND CLASSIFICATION

Likelihood SOURCE: AS/NZ Standard 4360:2004

| Level | Descriptor | Description |
|-------|----------------|---|
| A | Almost certain | Is expected to occur in most circumstances |
| B | Likely | Will probably occur in most circumstances |
| C | Possible | Might occur at some time |
| D | Unlikely | Could occur at some time |
| E | Rare | May occur only in exceptional circumstances |

Impact SOURCE: AS/NZ Standard 4360:2004

| Level | Descriptor | Example Detail Description |
|-------|---------------|--|
| 1 | Insignificant | Low financial loss, no disruption to capability, no impact on community standing. |
| 2 | Minor | Medium financial loss, minor disruption to capability, minor impact on community standing. |
| 3 | Moderate | High financial loss, some ongoing disruption to capability, modest impact on community standing. |
| 4 | Major | Major financial loss, ongoing disruption to capability, major impact on community standing. |
| 5 | Catastrophic | Mission critical financial loss, permanent disruption to capability, and ruinous impact on community standing. |

Risk Assessment Classification

For each component of the activity subject to a risk analysis, The CEO should evaluate the likelihood and consequences

Legend

| Consequences | | | | | |
|--------------------|---|---|---|---|---|
| A (almost certain) | H | H | E | E | E |
| B (likely) | M | H | H | E | E |
| C (moderate) | L | M | H | E | E |
| D (unlikely) | L | L | M | H | E |
| E (rare) | L | L | M | H | H |

E: Extreme risk; Immediate action required.

H: High risk; Management attention needed.

M: Moderate risk; Management responsibility must be specified.

L: Low risk; Manage by routine procedures.

RISK MANAGEMENT DOCUMENTATION

To manage risk properly, appropriate documentation is required.

The staff members conducting or accountable for the activity shall in the first instance conduct the risk assessment and complete the documentation.

For each risk identified, a risk register records the following information:

1. Source
2. Nature
3. Existing controls
4. Consequences and likelihood
5. Initial risk rating
6. Vulnerability to external or internal factors.
- 7.

A risk treatment and action plan documents the managerial controls to be adopted and contains the following information:

1. Who has responsibility for the implementation of the plan
2. What resources are to be used
3. Budget allocations
4. Implementation of timetables
5. Details of the control mechanism
6. Frequency of review of compliance with the treatment plan

Copies of the Risk Register, the Risk Treatment and Risk Action Plan are in the appendixes at the rear of this manual.

TRAINING GUARANTEE POLICY

PURPOSE OF THIS POLICY

The aim of the policy is to ensure that students who enrol with Five Star Security Training are confident that they will

- Receive the complete training for the course that they are enrolled in.
- That they will be fully informed of the length of the course and its requirements including the assessment process.
- That at the conclusion of all the requirements of the training such as being found competent in all assessments that they will receive the documentation that shows they have completed the training.
- This sub section of the guarantee policy will be by issuing the following documents.
 - A Statement of Attainment. - Statements of Attainment are issued for each Unit of Competency successfully completed.
 - A Certificates of Qualification these are issued where a participant has completed all the requirements for a particular qualification. This document will include an academic record showing which units of competency have been completed.

When the assessment process is completed and the student is assessed as being competent a certificate will be supplied to the student within 48 hours.

In accordance with The NVR standard 22.2 for registered training organisations. Five Star Security training will provide the following information prior to enrolment.

1. The total amount of all fees including course fees, administration fees, materials fees and any other charges
2. Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
3. The nature of the guarantee given by NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course.
4. The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment and
5. Our organisation's refund policy

Specific details of these requirements are included in the following documents

- Five Star Security Training Policy and Procedure Manual
- Five Star Security Training Code of Practice.
- The document "*INFORMATION FOR STUDENTS PRIOR TO ENROLMENT*"

Details of course fees and the training process will also be explained to prospective students at the time an initial enquiry is made. This will enable a person to make an informed decision about undertaking training. Prospective students are informed that the cost of obtaining a security licence, (if applicable) is not included in the course costs.

Five Star Security Training guarantees that once enrolled the student will be able to undertake the training at the time and date specified in the training agreement unless there are exceptional circumstances or events that prevent the training starting or continuing.

The following list of exceptional circumstance or events that could prevent training starting or continuing, it is indicative.

- Flood of the training facilities
- Sever storm such a cyclone
- Fire
- Earthquake
- Tsunami
- Burglary
- Riot, civil commotion or public disturbance
- Malicious acts and vandalism
- Act of terrorism
- Criminal activity that requires road closures by law enforcement authorities and which prevent access to the training facilities.
- Criminal offence against a staff member such as assault.
- Arrest of the student for a serious criminal which requires them to be detained in custody.
- The student enrolls in the training using false or fraudulently obtained personal details.

Details of the refunds policy is contained in the Admissions policy of this policy and procedure manual and in the code of practice which is on the website.

