



STUDENT HANDBOOK



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Thank you for choosing JPR Security Services to assist you in achieving your learning goals.

Your decision to undertake study is an important one. Whether you are seeking to update or upgrade your skills, or you are seeking a new career direction, our team of friendly and dedicated staff are available to make your learning experience unique.

To guide you through your study, we have developed this STUDENT HANDBOOK. It sets out a range of processes and procedures that have been put in place to guarantee consistency and quality. We aim to provide you with the best facilities, trainers and support services to ensure that your learning experience meets and exceeds your expectations. We also aim to provide you with value for money.

To help maintain our high standards, please take the time to read this information and complete the "Declaration of Understanding" included at the back of the handbook. You may wish to refer to the details in this document during your study, so keep it in a safe place.

On behalf of the whole team, I wish you an enjoyable and rewarding experience with JPR Security Services.

Sincerely,

A handwritten signature in black ink, appearing to read 'Justin Wilson'.

Justin Wilson
Training Manager

Location

The JPR Security Services office is located at Level 6, 11 York St Sydney NSW 2000

The JPR Training Centre is located at Suite 7, Level 2, 1 The Crescent Fairfield NSW 2165

Access to JPR Security Services is available from 0830am to 5.30pm Monday to Friday unless otherwise specified.

ASSESSMENT POLICY AND APPEALS

Assessments are conducted for all courses at JPR Security Services. Assessments will be conducted regularly through out the entire course and the types of assessments are:

Valid

That is to say they will assess what they claim to assess. JPR will utilise some of the following assessment methods:

Observation, Verbal Questioning, Assignments and both Written, Practical Tests.

Reliable

That is all assessment procedures utilised by JPR will be reliable and they will result in a consistent interpretation of evidence from the participant and from context to context

Fair

That is all assessment procedures utilised by JPR will be fair and they will not place learners at a disadvantage. JPR's assessment procedures will:

- o be equitable and culturally appropriate to the needs of the individual participant or client group;
- o involve processes in which the criteria for judging performance are made clear to the students;
- o employ a participatory approach; and
- o provide for students to undertake assessments at appropriate times and where required locations;

Flexible

That is as assessment procedures utilised by JPR will be flexible and they will involve a variety of methods that can be tailored to the circumstances surrounding the assessment situation.

All students will be informed of all assessments on the commencement of the course, and all students will be given plenty of notice and time to practice before any assessment starts. Assessment results are confidential and only the relevant student will be informed of their own results. Assessment outcomes are recorded as 'Competent' or 'Not Yet Competent', and students will be given opportunities to re do their assessments if recorded not yet competent.

Your instructor will outline the assessment requirements for your course.

If you are not satisfied with the outcome of an assessment you may appeal the decision. The focus of the appeal process is to listen to the student's reasons for appeal and provide explanations for how the outcomes were determined.

A process exists to manage grievances. A summary is as follows

- Interview with assessor, student and training manager
- Review assessments/projects/results
- Set new assessment as required
- Complete re-assessment
- New result/ end appeal

Where an appeal is granted, a new assessment outcome is issued and validated by the Training Manager. Where agreement cannot be reached, the Training Manager shall be appointed as mediator. Where external assessors are required, the student may be required to contribute towards the costs of the assessment.

ATTENDANCE

Students are required to attend programs as advised during course induction. Frequent absences or lateness may result in non-achievement of some assessments and/qualification.

ABOUT YOUR TRAINER/INSTRUCTOR

Course trainers and instructors are selected against strict criteria, which ensures that they possess both academic and industry qualifications in the subject areas they are involved with.

JPR will ensure that all of our trainers and assessors have as a minimum, the following combination of:

1. **Certificate IV in Assessment and Workplace Training (BSZ40198) or Certificate IV in Training and Assessment (TAA40104)** – to ensure competency in educational delivery.
2. **Vocational Qualifications** - to ensure knowledge of the occupation or vocation in which the training is being provided.
3. **Industry Experience** – to ensure the currency and relevance of the training to industry and to the student.
4. **Appropriate licenses**

Students can have full confidence in the skills, knowledge and professional standing of our team.

Trainers are required to participate in an ongoing skills development program to maintain and update their skills, knowledge and professional standing of our team. This ensures that students receive the best possible instruction and assessment.

CODE OF PRACTICE

A Code of practice has been developed and endorsed by the staff and management of JPR Security Services. It provides a framework for training delivery and assessment by the company. The Code of Practice is available for all students enrolled in nationally recognised training.

COURSE OUTLINE

A course outline has been developed for JPR Security Services accredited course. Please ensure that you receive a course outline for your course before commencing study. The course outline provides information on:

- Course name
- Qualification name
- Course entry requirements
- Nominal length
- Delivery dates
- Cost
- Course content
- Assessment criteria

DECLARATION OF UNDERSTANDING

All students are required to complete a declaration of understanding located at the back of this handbook. The declaration is a statement that:

- You meet the requirements specified in the course outline
- You understand the details provided in this handbook
- Have been offered the opportunity to request language and literacy support

EQUAL OPPORTUNITY (Access and Equity)

JPR Security Services has policies in place for Access and Equity and anti-discrimination. Discrimination (OF STAFF OR STUDENTS) on the basis of the following is prohibited:

- Gender
- Pregnancy
- Marital status
- Physical appearance
- Physiological situation
- Homosexuality (men or women, actual or presumed)

FEEDBACK

On completion of the course students are asked to complete a feedback form. This activity is optional; however, student feedback is invaluable in maintaining course quality and relevance. The feedback form is reviewed by the Training Development Manager and is shared with the Directors of JPR Security Services as part of a quality assurance system. Students may include their name or submit evaluations without.

GRIEVANCES

If at any time throughout your study with JPR you are not satisfied please do speak to your trainer. If the grievance cannot be addressed at this level, please ask to speak to the Training Development Manager.

If a problem still exists an outside mediator will be contacted.

An independent person or panel can be used to ensure your grievance is dealt with fairly and objectively.

A process exists to manage grievances and ensures that you are given the opportunity to formally present your case. A summary is as follows

- Interview with trainer and training manager
- Grievance documented
- Solution proposed
- Solution accepted or mediator appointed

All outcomes will be documented and the information supplied to you will include a detailed reasoning for the decision outcome.

ENROLMENT/ INDUCTION

Students are required to complete an enrolment form before commencing their study. On enrolment into a course students will then complete an induction.

Induction will include:

- An overview of the training facilities
- Discussion of student handbook content
- Discussion of course outline including any uniform or special clothing requirements
- Outline of assessment criteria
- Explanation of the Recognition of Prior Learning procedure

Induction is an important part of commencing a program of study. Students should take this opportunity to satisfy any questions related to the program, student facilities access to support services or any other information required.

ISSUE OF CERTIFICATES

JPR Security Services issues qualifications when all assessment decisions have been agreed and endorsed by the Trainer because a qualification issued is evidence of student competency.

JPR Security Services issues qualifications for accredited training in accordance with the national requirements of the Australian Recognition Framework.

Full AQTF qualifications are only issued where all components of a qualification have been achieved.

LITERACY AND NUMERACY SUPPORT

JPR Security Services provides access to specialist support for students who require additional support with literacy skills and or study skills.

Students should initially discuss these requirements with their trainer. All discussions are held in the **strictest of confidence**. At JPR Security Services we aim to link students with the best possible support to help them complete their study.

English Language School

Universal Education Centre
Level 12, 222 Pitt St Sydney
Ph: 92831088
Fax: 92831760

Disability Training Centre & Employment Centre

Mission Australia
Bathurst St City

OCCUPATIONAL HEALTH AND SAFETY

JPR Security Services undertakes to provide facilities, which provide a safe learning environment in accordance with state and commonwealth legislative and regulatory requirements. Students are reminded to observe safe work practices when completing training activities with JPR Security Services. Students operating machinery or dealing with chemicals are advised to familiarise themselves with information regarding hazard risks and emergency procedures. When moving or lifting any equipment students should observe the standard workplace principles for safety. If in doubt students should seek assistance from their trainer.

Students are required to report any damage to equipment or personal injury immediately to the trainer.

EVACUATION PROCEDURES

There are many reasons for a full or partial evacuation of the building. Examples may include:

- Fire
- Medical emergency
- Bomb threat
- Natural disaster
- External emergency

Once the announcement to evacuate has been made please evacuate immediately by the exits explained during orientation.

Check for any people left behind in your area.

Assemble in front of the building on George St.

If you discover a fire:

Be calm! Contact your trainer who will then be responsible for co-ordinating the evacuation.

Fire drills are conducted at JPR Security Services and you will be directed as to the appropriate action to take.

PAYMENT OF FEES

Course fees are to be paid prior to the commencement of any training program. Payment for fees can be made by cash, cheque, Money Order OR by Credit Card. Students paying fees will be issued an official receipt. Students should keep their receipt and present it on first day of the course.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of prior learning is a process where students can apply to be given credit for previous experience or skills gained through other training. Instructors will outline RPL of your course during your induction. Formal RPL is only available for accredited courses. Students applying for RPL must complete an application form/kit available from JPR Security Services.

CANCELLATION

If you are in a situation where you have to cancel or reschedule, please notify the Training Manager 72 hours prior to the commencement of the course. You must then re-book within a month of the original schedule or for a time that is mutual to management. No fees are refundable after student commencement date. No fees are refundable for cancellation or withdrawals made within 72hrs of commencement, the course must be rescheduled. Once the student has commenced the course, if they wish to transfer for any reason to another on a later date a fee of \$150 is applicable.

REFUND POLICY

A refund of the course enrolment fee can be made if:

- You have overpaid the enrolment fee
- The course has been cancelled
- You receive Youth allowance/Austudy (evidence needed)
- You have been offered and accepted a place in another course within 3 weeks of starting our course
- If you decide to withdraw before classes commence
- If you would be unreasonably disadvantaged if not given a refund due to a serious outside event eg. Illness, pregnancy

SELF-PACED LEARNING

Where self-paced learning is a requirement of a program, students will have access to trainers so as to provide information and/or assistance in their study requirements.

SEXUAL HARASSMENT

At JPR Security Services we endeavour to provide a safe working environment for all. Sexual Harassment of any description will not be tolerated.

Sexual Harassment may consist of some or any of the following:

- Unwelcome comments or questions about a person's sex life
- Suggestive behaviour
- Staring and leering
- Unnecessary familiarity such as brushing against a person
- Sexual jokes, offensive telephone calls, photographs, reading matter or objects
- Sexual propositions or continual requests for dates
- Physical contact such as touching or fondling or unwanted sexual advances

What do you do if you feel threatened?

Contact the Training Manager and your discussions will be kept in strict confidentiality.

SMOKING

Students must not smoke in the training room, or in any designated training room used by JPR Security Services. Students will be advised of break times.

STUDENT SELECTION

Student selection into courses reflects legislative requirements and where applicable, the skills and knowledge that are in line with pre-requisite and/or co-requisite requirements.

Students are not accepted into programs until all required forms have been completed, signed and returned to the training manager.

Student Responsibilities

All JPR students are responsible for behaving in a courteous, sensitive and non-discriminatory manner when dealing with other JPR staff, clients and stakeholders.

At anytime should a JPR student feel that they have problems in relation to access and equity within their chosen training program they are undertaking, they should firstly approach their trainer to discuss the matter.

If they feel they are unable to discuss this matter with their trainer they are able to either approach the Director of Training, Training Development Manager or the Traineeship Manager to discuss and resolve the issue.

Legislation

JPR is subject to a variety of legislation related to training and assessment as well as general business practices.

Current legislation that effects JPRs operations includes but is not limited to the legislation listed below:

- Vocational Education and Training Accreditation Act (as amended 2005)
- NSW Anti-discrimination Act (1977)
- Workplace Injury Management and Workers' Compensation Act (1998)
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- Work Cover Legislation Amendment Act (1996 No. 120)
- Occupational Health and Safety Act (as amended 2004)
- Copyright Act, 1879. 42 Vic No 20 (Reprinted March 1979. And updated August cover sheet only modified 2002)
- Privacy Act and National Privacy Principles (2006)
- Apprenticeship and Traineeship Act 2001
- Apprenticeship and Traineeship Regulations 2005
- Child Protection (Prohibited Employment) Act 1998
- Australian National Training Authority Act 1992
- Security Industry Regulation 2007
- Security Industry Act 2003
- Firearms Act 1996

STUDENT LIBRARY

JPR Security Services provides students with access to a comprehensive range of resources. These materials may be borrowed for study use.

Instructors will arrange for loans on request. Students are reminded to return borrowed materials by due dates. Students may be required to pay for loss or damage to materials.

STUDENT RECORDS

Students are required to notify JPR Security Services immediately when their name, address or contact details change. Students may access their records on request.

STUDENT COUNSELLING

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related study or personal difficulties, they should speak initially with their trainer for referral to appropriate support.

TRAINING DELIVERY

Training delivery by JPR Security Services meets the national standards and requirements for registration as a training organisation. Accredited training is delivered against competency standards and course outlines set by industry. Students are advised of the unit of competency they are studying for each module.

Courses and programs delivered by JPR Security Services are continually updated through industry consultation. This ensures that students have access to the most current information and learning strategies.

Training is delivered in-group workshops, lectures, on a one to one basis and using self-paced materials and technology. This range of learning strategies provides students with opportunities to select learning methods, which best suit their needs.

PRIVACY STATEMENT

National Privacy Principles

The National Privacy Principles established by the Privacy Act 1988 apply to JPR Security Services.

Types of Personal Information Held

Personal information that we collect and hold usually falls into the following categories:

- Candidate Information submitted and obtained from the Candidate and other sources in connection with applications for work
- Work performance information; reference check information
- Information about incidents in the workplace;
- Staff information;
- Information submitted and obtained in relation to absences from work due to leave, illness or other causes;
- Information obtained to assist in managing client and business relationships

Purposes for which we Hold Personal Information

We primarily hold personal information for the following:

- Placement operations
- Recruitment
- Staff Management
- Training
- Client and business relationship management
- Marketing

Disclosures

We may disclose your personal information for the purposes for which it is primarily held or for a related secondary purpose.

In some cases we may only disclose information with your consent.

We may disclose your personal information where we are under a legal duty to do so, including circumstances where we are under a lawful duty of care to disclose information.



DECLARATION OF UNDERSTANDING

I _____,
Print name

Declare that:

- I have read and understood the JPR Security Services student handbook
- I understand my obligation responsibilities as a student
- I have been offered the opportunity to access learning support
- I have been provided with a course outline and understand the assessment criteria
- I have been advised of the accreditation status of the course and the course provider
- I understand course cancellation guidelines and fee payments
- I have been advised of the qualification to be issued on completion
- All information I have provided is correct and true

Signed _____ Date _____

JPR Security Services Representative _____

Course Name _____

Start Date _____