



SECTA PTY LTD RTO 90229  
TRADING AS  
SECTA Training Academy  
44 South Street, Granville, NSW 2142

## Smart and Skilled Student Information Handbook 2021

Please keep this as a reference as you may be called by Government Agencies to get feedback on our course

**SECTA Training Academy**  
**SMART AND SKILLED**  
**STUDENT PRE-ENROLMENT INFORMATION**

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## **INTRODUCTION**

Set up in 2004, Secta Pty Ltd (ABN 84 003 447 470) is a registered training organisation (RTO) with the provider number 90229. We also have the business names of SECTA Training Academy and also Essential First Aid, both of which are well known in the NSW market place. We use the term SECTA to mean any or all of these.

We are endorsed by the Security and Law Enforcement Directorate of NSW Police to provide high quality training in security training for the following qualifications:

CPP20218- Certificate II in Security Operations  
CPP31318- Certificate III in Security Operations  
CPP31418- Certificate III in Close Protection Operations  
CPP41519- Certificate IV in Security Risk Analysis  
FSK20119- Certificate II in Skills for Work and Vocational Pathways

And the following short course Units of Competency  
CHCCCS020- Respond effectively to behaviours of concern  
HLTAID009- Provide cardiopulmonary resuscitation  
HLTAID010- Provide basic emergency life support  
HLTAID011- Provide First Aid  
HLTAID014- Provide Advanced First Aid  
HLTINF001- Comply with infection prevention and control policies and procedures

We are the credible option for the security licence training in NSW. We have been approved after selection as a skilled provider offering free training supported by the NSW Government.

This handbook is divided into the follow sections

SECTION 1: Pre enrolment information  
SECTION 2: Enrolment  
SECTION 3: Training  
SECTION 4: Assessments  
SECTION 5: Graduation and certificates issue

This handbook explains how we are going to cooperate with eachother to successfully complete the training program ..... together.... a training program that will be life changing and with job satisfaction that can only come with success!!

Thankyou for choosing us and I am sure that you will enjoy your learning time with us. Remember, we are there for you now and in the future, wherever you may find a successful engagement as a professional security guard. Keep this handbook as a reference even after your course as the government agencies may come knocking!

Stay in touch ☺

Ms Wynn McGufficke  
Chief Executive Officer/Cleaner  
Secta Pty Ltd

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**Your training is subsidised by the NSW Government under the several Smart and Skilled Programs that are available.**

SECTA Training Academy will follow the procedures below when enrolling students in Smart and Skilled training courses:

#### **Smart and Skilled Student Rights**

**SECTA** will ensure that all enrolled students will:

- receive quality training and assessment that meets
  - the Standards for Registered Training Organisations (RTOs)
  - Security Law Enforcement Directorate (SLED)
  - Smart and Skilled Contract 2021-2022
- receive the training and support necessary to enable competency to be achieved
- receive AQF certificates and Statements of Attainment on successful completion of the training course
- have access to our consumer protection system, including an identified Consumer Protection Officer and our Complaints and Appeals Process
- receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf
- have their personal information protected in accordance with the National Privacy Principles and have access to that information on request
- be fully informed of fees and charges to complete the training course, including charges for equipment (if applicable)
- be provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training product
- be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training
- provide a safe training environment free from harassment and discrimination

#### **Smart and Skilled Student Responsibilities**

All students must ensure that they:

- provide true and accurate information
- behave in an ethical and responsible manner at all times when engaged in training and assessment activities
- meet their Workplace Health and Safety (WHS) duty of care responsibilities by immediately reporting any WHS concerns or incidents and follow any WHS related instructions
- do not behave in any way that might intimidate, threaten, harass or embarrass other students or staff
- are free from drugs and alcohol at all times while in the training environment
- are punctual and attend all scheduled training and assessment sessions
- complete online assessments as scheduled
- meet assessment deadlines
- do not cause damage to equipment or facilities
- provide USI

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**Consumer Protection Information**

We are required under the Smart and Skilled Contract to make the following information available to all students. Our Consumer Protection Officer is the Chief Executive Officer Wynn McGufficke... a Wynn-Win Solution to all problems!!

We have a formal Consumer Protection Policy as prescribed by Training NSW available within Administration if required.

If there are issues regarding your consumer rights under the Consumer Law, then you may contact the Training NSW hotline at [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au) or 1300 77 21 04.

SECTA includes the Smart and Skilled website details and 1300 772 104 on all public information, enrolment forms and student induction material so that all consumers are aware of their rights and options for making a complaint or providing feedback about training.

Our website ensures that all students considering enrolling in subsidised training receive, or are aware of how to access, certain information, either electronically or in hard copy form before enrolment which is designed to make these students aware of policies relating to their training, including their rights and responsibilities and avenues for complaint.

SECTA representatives do not undertake telephone or call centre marketing to clients.

**SMART AND SKILLED STUDENT PRE – ENROLMENT**

All students undertake a pre-enrolment interview to ensure the student is aware of their enrolment being subsidised by the Smart and Skilled state government funding initiative when making an application for the appropriate class of Security Licence. You should access the website for SECTA at [www.secta.com.au](http://www.secta.com.au) as it shows all information required and will allow access by the potential student.

Prior to undertaking the pre-enrolment interview, you will be sent the following information that is also available on our website in the student handbook. Additional details may be obtained by accessing the links to specific information portals that gives advice on

- Your course
- The fees for your course
- Fees refund process and entitlements
- Application for credit
- Support that is available and the process for getting support.

We remain very committed to helping you to enter this exciting industry and to be part of our list of Secta Graduates 2021.

Once the pre-enrolment information has been issued, you will be asked to clarify any issues we may have before starting your course during an interview with the appointed administration officer within SECTA.

Upon receipt of your student enrolment and agreement form, we will check your eligibility for the program.

**NOTE: You can also check out your eligibility on the [Eligibility Checker on the Smart and Skilled website](#), which will also give you an indication whether you are required to pay a fee to enrol in your chosen course.**

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[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/2021\\_22/fee\\_administration\\_policy\\_21\\_22.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2021_22/fee_administration_policy_21_22.pdf)

### **Eligibility**

Your identity of the student must be determined by a delegate of the CEO or the CEO through a face-to-face interview or on line or using the mobile phone.

The eligibility process commences with confirmation of your identity through the provision of 100 points of identification. At least one identification document, such as your passport or drivers licence, that contains your recent photograph. Other evidence to make the 100 points can be selected from:

- (a) Current Australian Passport and / or Birth Certificate
- (b) State, Territory or Federal Government Employee ID card with photo.
- (c) Medicare Card or other Australian Government issued ID
- (f) Current photo identity card issued by a Tertiary Education Institution
- (g) Keypass ID Card with photo, must be current.
- (h) Healthcare / Centrelink Card

Once this evidence has been copied, you will be asked to sign a Declaration of Eligibility and to attach the evidence of your entitlement.

**NOTE: Every question on the eligibility form and the pre-training review forms must be answered and the signature is critical. All of the document that is used to confirm eligibility, including identification, must be copied, verified and retained in the student file by the Administration team.**

Copies of all of the relevant identification documents must be copied by the delegate conducting the eligibility/pre-training review with each being signed and dated with the comment: "Copy of the Original".

SECTA Training Academy identifies student learning needs from the interview and the declaration on the enrolment form made by the student.

Students may consult with trainers and assessors to map their individual needs against the units of competency where particular learning needs have been identified.

The learning plan, assessment plan and course documentation are aligned with these needs, ensuring topics included in the unit cover both the competency requirements and the learning needs and the needs of the diverse range of individuals. Inclusion of special needs and the equity of the training and assessment process is established and in particular, where any reasonable adjustment is required to be undertaken.

You must satisfactorily complete the eligibility assessment to progress to the mandated language and literacy assessment and further processing through to enrolment in the course.



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**Proof of Eligibility Table**

Eligibility Requirement	Evidence Required
Unique Student Identifier	USI validity checked with Office of USI Registrar
Australian (or New Zealand) Citizenship	Participant declaration and signature (The following can be requested to verify residency status: Australian/NZ Birth Certificate or Passport, Green Medicare Card or Naturalisation Certificate)
Permanent resident or Humanitarian Visa holder	One of the following must be sighted: <ul style="list-style-type: none"> <li>• Certificate of Evidence of Residency Status (CERS)</li> <li>• Passport</li> <li>• Humanitarian Visa</li> </ul> or substantiate using The Dept. of Immigration and Border Protection's Visa Entitlement Verification Online (VEVO)
Date of birth	Valid USI check and participant signature (completed by the Department)
Place of residency or employment NSW	Participant declaration and signature
If registered as a NSW apprentice or new entrant trainee	Training contract identifier (TCID) – Department System check against Training Contract details stored in Training Services NSW database
Previous Qualification	Participant declaration and signature (Department will check)
Completion of Year 10 or equivalent (if under 17)	Participant declaration and signature
Postcode for ATSI on borders	Participant declaration and signature

You may also be eligible for additional concessions as listed in the following table:

Proof for Concession Exemptions	
Concession: Welfare recipient	Centrelink Evidence – proof of benefit or Centrelink Evidence – dependent child of a specified welfare recipient
Exemption: Aboriginal descent	Participant declaration and signature or Community identification
Concession/Exemption: Disability	Centrelink Evidence: proof of Disability Support Pension Documentary evidence of training support needs due to disability. A letter or statement from: <ul style="list-style-type: none"> <li>• A medical practitioner or NSW Police or</li> <li>• Relevant specialist allied health professional or</li> <li>• Centrelink evidence – dependent child of a recipient of a Disability Support Pension</li> </ul>
Exemption: Social Housing recipient (aged 15 – 30)	Participant declaration and signature Evidence of Commonwealth Welfare Recipient Status or Evidence of a dependent of person with Commonwealth Welfare Recipient Status
Exemption: Long term unemployed	Letter from Employment Service Provider

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### Language and literacy assessment

You must successfully demonstrate your written and spoken English. You must complete our language literacy and numeracy assessment for submission with your records to the NSW Police for licencing.

Where your reassessment indicates you need additional training in English, you will be referred to an appropriate English Language Training Centre for remedial English classes. This referral will be provided without cost to you but the English school may have a charge.

### Unique Student Identifier

All students undertaking nationally recognised training in Australia must have a Unique Student Identifier (USI) to receive your qualification or statement of attainment.

The USI will be a lifelong number which will enable your records and results obtained after Jan 1 2015 to be collected in an online system. By having a USI you will be able to access your training records and results (or transcript) whenever you need to.

You must have a USI before a RTO can issue a Certificate or Statement of Attainment. The Department of Industry has developed the following video to help students access a USI:

<https://www.usi.gov.au/students>

There are two ways to create a USI; we encourage you to create your own but please contact us if you are having difficulty with this.

#### 1. Create your own

This can be done by going to the [Unique Student Identifier Website](#) and following some simple steps. To create a USI, you will be required to provide:

- Personal information – name, date of birth etc.
- Contact Information – at least one method of contact e-mail, mobile or mail

Acceptable form of ID: Options are: Driver License, Medicare card, Australian Passport, Birth Certificate (Australian), Certificate of Registration by Descent, Citizenship Certificate, ImmiCard.

We will assist you to apply for a USI from the Student Identifiers Registrar if there is a problem for you. SECTA apply to the Student Identifiers Registrar for a Student Identifier to be assigned to a student only if authorised by the student so to do.

For us to be able to create a USI on your behalf, you will need to give us permission. This is included in our enrolment forms.

#### Protection of your privacy

Your Unique Student Identifier (USI) contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you choose to have access to your records.

The personal information that you provide to the Student Identifiers Registrar is collected, used, and maybe disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled.

Access to records: Smart and Skilled



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You will be required to set access controls to allow the Department of Education and Communities and SECTA the appropriate levels of access to your USI records.

For further information please refer to the [USI Student Help Line](#).

### **Privacy**

The limited student privacy is addressed through the Privacy Declaration that is included in the pre-enrolment phase of documentation.

The privacy declaration must be completed by the applicant and the completed form, retained by the Administration Officer in the student administration file.

The privacy of the applicant allows for the information of the student performance as well as private information to be made available to any Federal or State Government Agency.

### **Access and Equity**

SECTA is firmly committed to achieving best practice in the provision of vocational education and training. The CEO is in charge of access and equity issues. In the absence of the CEO, the CEO takes this responsibility.

We recognise that particular groups of people in society have experienced, and continue to experience, institutional disadvantage and unequal education outcomes.

Our access and equity practices ensure non-discriminatory admittance to courses and the achievement of comparable educational outcomes by all groups in society. Our admission processes are a friendly and objective assessment by the CEO or their delegate to ensure that students are admitted in an appropriate way and based only upon their existing educational standing.

By providing accessible and equitable vocational education, our students develop knowledge and skills to enhance life and work opportunities. Once enrolled, all students are trained and assessed equally.

However, in certain cases reasonable adjustment provisions decided by the CEO on a case to case basis may be made consistent with the practices of SECTA Training Academy.

Our programs and services are relevant, accessible, fair and inclusive. We promote programs and services in a manner that includes and reflects the diverse population.

All prospective students are well informed of the options available to meet their individual training needs and the development of their skills base by providing training that is industry focused.

All perspective students are only enrolled in an appropriate and suitable course once an appropriate course level and the students existing capabilities have been considered and the student is deemed academically suited to take the qualification.

### **Smart and Skilled Consumer Protection Policy**

**SECTA** is aware of its obligations to provide consumer protection for all students as designated in the Competition and Consumer Act 2010, the NSW Fair Trading Act 1987, the Standards for Registered Training Organisations (RTOs) 2015 and the Smart and Skilled Consumer Protection Policy. To ensure our customers are fully protected and are aware of their rights and of avenues of complaint we have developed a Customer Protection Strategy as listed below.

**SECTA** is committed to ethical marketing practices; we will not undertake marketing that is misleading, deceptive or of unconscionable conduct and will take extra care when marketing to vulnerable consumers who may be less able to understand what they are signing up for.

We understand that Australian Consumer Law (ACL) applies to the following services all education and training services, including:

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- advertising, marketing and promotion
- soliciting and taking enrolments
- training delivery
- student assessment
- handling of complaints by training providers
- requests to cancel a student's enrolment

For Smart and Skilled students the following procedures are additional to the points included in our Customer Protection Strategy:

- The CEO is the designated Customer Protection Officer. Her role will be to handle all complaints and to ensure compliance with Consumer Protection legislative and Funding Body contractual compliance
- The contact details of the Customer Protection Officer will be made available to all clients in the pre-enrolment information
- Details of, or links to, the Smart and Skilled website and 1300 772 104 contact number will be made available on all public information including the website, brochure and or information downloaded from then the website or printed, enrolment forms and student induction material
- Every attempt will be made to resolve any student complaints using Secta's Complaints and Appeals Policy
- If after following the Complaints and Appeals Process, a student feels matters are unresolved to their satisfaction and wish to inform a third party, they will be provided with contact Training NSW departmental officer.

Contact details for the Customer Protection Officer is [wynn@secta.com.au](mailto:wynn@secta.com.au) for a Wynn-Win Solution.

If you wish to find out more information about Customer Protection you can go to:  
<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

### **Pre-Training Interview**

Once the LLN is successfully completed and checked, a pre-training interview is conducted.

You will be asked if you need anything from us to help you to complete your course.

We will identify:

- (a) the reason you want to undertake this course
- (b) The pathway for your education after the course is completed
- (c) check if you are eligible for course credit through RPL or Credit Transfer
- (d) your current level of completed schooling is enough to do the course
- (e) your computer skills particularly where proposed learning includes portions delivered online;
- (f) the structure of your training plan
- (g) learning and support materials needed
- (h) determine the appropriateness of the course.

Our assessment will be recorded and retained in your records with us.

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Learning and support materials will resolve any issues you may have such as:

- Career needs
- Developmental/Physical needs
- Emotional needs
- Language, literacy and numeracy needs
- Inclusion needs
- Other needs

We are committed to your enjoyment and sense of satisfaction when completing our course. We will consider all of the following in working with you:

- Cultural issues
- your learning style and how we can best take you on your journey
- resolve your language, literacy and numeracy problems after your remedial English training
- Where you want to work and the role
- Your strength and height

As part of the enrolment process, you will be required to sign the following documents:

- Consent to Use and Disclosure of Personal Information as outlined in the enrolment form
- Privacy Form
- if you would like us to apply for USI on your behalf

### **Fees and Charges**

You will be informed of any fees and if so, when the fees will be charged and the payment dates. If you are enrolling in the Skilling for Recovery Smart and Skilled Targeted Priorities Prevocational and Part Qualifications Program then there will be NO CHARGE.

Under our Smart and Skilled contract, your training is without fees; you pay nothing. Concessions or exemptions to student fees are set by the government on completion of enrolment and cannot be changed so make sure you provide us with all relevant information before you enrol.

There are no additional fees for materials, course notes or any training equipment that is required for training.

Training is also tax free.

If you are awarded RPL or Credit Transfer before the enrolment process is completed your student fee will be adjusted to reflect the number of units awarded recognition

**Note:** SECTA will advise all potential students of their most appropriate pathway to achieve goals based on your ability. You can check for the most appropriate approved qualification at the following link: <https://smartandskilled.nsw.gov.au/>

### **Refund Information**

We will make refunds to students in certain circumstances as listed in the table below. However, most Smart and Skilled Students that apply for security operations for licencing do not pay fees.

### **Notification to Department**

On completion of this process a copy of the Notification of Enrolment Report will be generated and kept on your file.

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### **Training Plan**

The training plan is like a timetable for your course in which you are being enrolled to confirm dates and times that you will receive training. It is a contract between you, SECTA and the NSW Government who will be paying for the course. It also specifies when you will be assessed because assessments should not occur on the same day that you receive the training information. You are expected to take the information given to you home and to read and learn the contents.

It is a requirement that you have discussed the contents of your training plan with your trainer.

You and the trainer are required to sign and date a copy of your training plan prior to the commencement of your course at the same meeting. If you have any questions with about the contents of your training plan or the delivery or assessment of your training, please raise it with the trainer/assessor prior to signing the training plan. The training plan is a very serious document that must be submitted to the NSW State Government and so completing must not be done without care.

If you have any doubts about the course delivery or any other course related issues, do not sign.

Ask to meet the CEO to confirm the issues in your mind.

You will be given a copy of the Training Plan and from that time on, it forms the basis for your training and assessment. It can only be changed for serious reasons and usually must be completed in writing. The changes are written onto a draft training plan and then a new training plan produced. It is a serious contract that should be filed away carefully so it can be signed off as you complete the units within your course.

### **Course Credit**

You may apply for Course Credit at enrolment. Course credit may be:

- (a) Credit Transfer
- (b) Recognition of Prior Learning (RPL)
- (c) Recognition of current competency.

#### **Credit Transfer**

Credit Transfer is credit allowed if you hold a certificate that lists the same units as we have in our course obtained within the last 3 years. Not older!!

You must complete an application for Credit Transfer for an existing qualification that meets the following standards:

- (a) The certificate has been issued by a bona fide RTO for the exact or equivalent unit of competency; and
- (b) You have been enrolled in that RTO; and
- (c) You passed the course or unit concerned

SECTA Training Academy recognises the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian Registered Training Organisation. Students applying for Credit Transfer are advised to either bring along with them the original Certificate or Statement of Attainment or send certified/verified copies if applying overseas.

#### **Recognition of Prior Learning (RPL)**

Credit can be awarded for appropriate skills and knowledge obtained through:

- Education and training (university, TAFE, school qualifications, industry courses)

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- Work experience
- Life experience (sport, hobbies, community group involvement, unpaid work, etc.)

This formal acknowledgement of your current skills and knowledge, no matter how, when or where the learning occurred is not usually offered for Smart and Skilled courses. The recognition gained may considerably reduce the study time needed to obtain a qualification.

You must still attend classes but need not undertake the assessment tasks.

The main focus of RPL is the learning outcomes of these experiences, not how, when or where the training occurred. It is the process of comparing your skill and knowledge against clearly defined vocational outcomes.

If you are applying for RPL or Credit Transfer for any units, it is best if you let us know prior to enrolment as your student fee will be adjusted according to how many units you are awarded Recognition for. You can still apply during the course and you may be entitled to a refund.

You will be given the opportunity to apply for Recognition of Prior Learning (RPL) or Credit Transfer prior to the course starting but you may apply after the course starts if you realise that you already hold the unit in questions.

You may still be required to attend class but the assessment result previously obtained is recognised and you will not be required to resit the assessment.

The advantages of RPL are that as a learner you will not have to repeat what you have previously learned and acquired materials and particularly the assessment.

#### **Evidence when applying for credit**

To be awarded a qualification or Statement of Attainment through RPL, documented evidence showing the unit/s of competency have been met must be produced. This evidence is the proof of competence and there is a range of evidence that can be used. These include:

- Work produced
- Work records documentation
- Statements from others
- Statements from you previous study/courses
- Life experience
- Work experience

Your knowledge and skills are assessed against competencies of the units in the qualification.

To have prior learning recognised, you must provide evidence from within the last 12 months that demonstrate that your skills meet the unit of competency requirements.

SECTA will appoint an administration officer to help you to assemble your evidence.

You must answer detailed questions and then have the evidence that the units has actually been applied to your workplace. You must produce recent photographs, documents, reports, third party reports and, if necessary, demonstrate the skills and knowledge and how that might relate to the requirements of the training package, usually within Australia.

You must nominate workplace referees who can confirm your abilities in the workplace.

We will guide you through the RPL process but, whilst this is quicker than doing the course, you must

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have evidence that proves you did the task required. Your evidence must show you doing it so it might be a current job filmed with you doing the tasks for submission.

If you wish to apply, complete an Application Form for submission to Administration at SECTA. It is unusual for student to apply, and be granted, credit for a security course.

When the assessor provides the final written confirmation that the evidence is sufficient to determine competency in each of the units of competency for which RPL has been applied for, the CEO will grant the RPL and it will be recorded as a 'Competent' outcome in the students file and the student will also be sent a letter confirming the assessment result.

Where the assessor has determined that there has been insufficient evidence to warrant a 'competent' assessment, you will be notified in writing and information regarding the Assessment Appeal Process will be provided.

You can appeal if you believe the assessment was incorrect.

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**Student Induction**

You will be inducted into SECTA Training Academy within the first week of course commencement. Induction into the course be recorded on a Student Induction Form retained within your administrative records.

Your induction will be face to face or on-line and cover:

- (a) Studying within the Smart and Skilled training and assessing environment, including the training plan monitoring and compliance obligations
- (b) Reporting requirements for the Australian and NSW Governments
- (c) Course progress and attendance monitoring
- (d) Course timetable and content
- (e) your needs
- (f) Complaints and appeals policy and procedure
- (g) Course deferment and suspension
- (h) Course transfer policy and procedure
- (i) Administration fees and refunds policy and procedure
- (j) Student support services available
- (k) Facilities and resources located at SECTA Training Academy and surrounding area

Students will be issued their training plan at this meeting.

Evidence of completed induction will be your signed

- student enrolment
- induction record.

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## **TRAINING DELIVERY**

Training delivered by SECTA meets the exacting Standards for Registered Training Organisations (RTOs) and the requirements set by Training Services NSW under Smart and Skilled and in the sequence specified and agreed with you listed on your Training Plan.

We provide all required learning resources as specified by the Security Law Enforcement Directorate and other training aids without cost to you. These include physical resources and human resources. SECTA has in place a system for ensuring that all resources “fit for purpose” are available before training commences. Please ensure that you receive learning resources for each unit in which you are enrolled and remember that much of this material is available through our website.

Contact Administration at SECTA if you do not have the learner guides or need additional copies.

Nationally recognised training is delivered against competency standards and training requirements set by industry. Participants are advised of the units of competency they are studying for each course. An induction will be given at the start of each course and a training plan, course outline and timetable will be issued prior to the commencement of any training program.

The **Training Plan** includes the training activity scheduled hours for each unit, timeframes and delivery modes, include details of support services, any RPL and or credit transfer if granted and the list of units that meet the training package requirements relating to the qualification in which you are enrolled. The training plan needs to be kept up to date with any deferment or other changes.

The delivery of training will be arranged for you in class groups delivered either face to face or online.

### **Deferring, Transferring or Discontinuing Training**

If for any reason you wish to defer your Smart and Skilled training, please discuss this with your trainer as a first step. Your trainer may refer you to another, appropriate staff member to discuss any support requirements or to the CEO if you have a complaint. In all instances we will implement processes that will support you to continue with your training and to complete your course of study.

If you do decide to defer you can only do so for a maximum of 12 months, after this time you will be cancelled.

A student who wishes to recommence training after discontinuing an Approved Qualification will be treated as a new student and the Notification of Enrolment process must be carried out.

### **Student Support**

SECTA provides additional support for students. You can contact your trainer via email or phone during office hours. They will respond to students as quickly as possible within 1 day of your call.

Should you or your fellow students require further support, any trainer at SECTA can assist in identifying the appropriate support services as well as organising such services. This may include language, literacy and numeracy, business English, one on one support with a trainer, additional workshops, counselling services, additional learning materials etc. Please ring our office on 02 96372200 for further information.

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**Support Services and Guidance**

SECTA Training Academy Welfare Services is administered the Training Manager who has a capacity to assist students in all matters of personal and professional nature and will refer students to suitable subject matter agencies for issues that are beyond their individual skills.

Students are able to present and discuss any issue with the Staff and they will decide whether to handle the issue personally, dependent on the issue, or refer the student to the Training Manager. A referral appointment will always be arranged by the SECTA Training Academy unless specifically requested not to assist by the student requiring the assistance.

There are no charges for internal welfare and support service referrals. Some external agencies may charge for external services and the student will be advised of this prior to confirmation of any appointment.

**Contact Details**

**First Point of Contact** – Any staff member can act as a first point of contact although it is preferred that students approach the Training Manager. Other staff members will provide comfort support only until the Training Manager can take control of the situation.

**Emergency Contact** – Telephone – This number will be advised at your Induction.

**External Support Agencies (local Sydney area)**

The following list is not exhaustive but is considered appropriate for current issues.

Problem	Website	Phone no
Alcoholism	<a href="http://www.aa.org.au">www.aa.org.au</a>	(02) 938 777 88
Anxiety (including phobias & ObsessiveCompulsive Disorder)	<a href="http://www.ada.mentalhealth.asn.au">www.ada.mentalhealth.asn.au</a>	(02) 9879 5351
Anxiety	<a href="http://www.serenitynsw.com.au/">www.serenitynsw.com.au/</a>	(02) 9740 9539
Asthma	<a href="http://www.asthmansw.org.au/">www.asthmansw.org.au/</a>	(02) 1800 645 130
Consumer credit and debt	<a href="http://www.cclcnsw.org.au/">www.cclcnsw.org.au/</a>	1800 808 488
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	<a href="http://www.lifelinesydney.org/">www.lifelinesydney.org/</a>	(02) 9951 5522/13 11 14
Depression	<a href="http://www.depressiondoctor.com/">www.depressiondoctor.com/</a>	
Depression (National Initiative)	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>	1300 22 4636
Disabilities	<a href="http://www.ideas.org.au/">www.ideas.org.au/</a>	1800 029 904
Domestic violence		(02) 8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	<a href="http://www.na.org.au">www.na.org.au</a>	1300 652 820
Drug addiction (Christian help)	<a href="http://www.naranon.com.au/">www.naranon.com.au/</a>	(02) 9418 8728



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Drugs and mental health	<a href="http://www.thewaysidechapel.com/">www.thewaysidechapel.com/</a>	(02) 9358 6577
Families & friends with mental illness	<a href="http://www.arafmi.org/">www.arafmi.org/</a>	(02) 9805 1883
Eating disorders	<a href="http://www.edf.org.au/">www.edf.org.au/</a>	(02) 9412 4499
Eczema	<a href="http://www.eczema.org.au/">www.eczema.org.au/</a>	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	<a href="http://www.epilepsy.org.au/">www.epilepsy.org.au/</a>	(02) 9856 7090
Family planning information	<a href="http://www.fpahealth.org.au/">www.fpahealth.org.au/</a>	1300 658 886
Gambling Counselling (Wesley)	<a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a>	(02) 9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	<a href="http://www.glccs.org.au/">www.glccs.org.au/</a>	(02) 8564 9596
Grief support		(02) 9489 6644
Grief support	<a href="http://www.solace.org.au/">www.solace.org.au/</a>	(02) 9519 2820
Hepatitis C	<a href="http://www.hepatitisc.org.au/">www.hepatitisc.org.au/</a>	(02) 9332 1599
HIV/AIDS	<a href="http://www.sesiahs.health.nsw.gov.au/">www.sesiahs.health.nsw.gov.au/</a>	(02) 9332 9700
Telephone Interpreter Service		131 450
Legal information and advice	<a href="http://www.lawaccess.nsw.gov.au/">www.lawaccess.nsw.gov.au/</a>	1300 888 529
Mental health advice	<a href="http://www.mentalhealth.asn.au/">www.mentalhealth.asn.au/</a>	(02) 9816 5688
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	<a href="http://www.pregnancysupport.com.au/">www.pregnancysupport.com.au/</a>	1300 737 732
Rape Crisis Centre	<a href="http://www.nswrapecrisis.com.au/">www.nswrapecrisis.com.au/</a>	1800 424 017
Relationship counselling	<a href="http://www.interrelate.org.au/">www.interrelate.org.au/</a>	(02) 9745 5544
Schizophrenia	<a href="http://www.sfnsw.org.au/">www.sfnsw.org.au/</a>	(02) 9879 2600
Serious illness (sufferers & families)	<a href="http://www.can-survive.org/">www.can-survive.org/</a>	1300 364 673
Smoking - Quitline		13 18 48
Suicide Prevention	<a href="http://www.suicideprevention.com.au/">www.suicideprevention.com.au/</a>	1300 360 980
Victims of crime support		(02) 9374 3000
Women's refuge referral service		(02) 9560 1605

### Reasonable Adjustment

SECTA understands that not all students are able to demonstrate competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual students. This is called

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Reasonable Adjustment and it is the process of adjusting or changing the assessment to meet the needs of the student being assessed.

If you have any of the following you can ask for reasonable adjustment prior to course commencement:

- physical disabilities
- limited language
- limited literacy and numeracy skills
- limited communication skills
- limited learning abilities

The types of adjustments that are made must be within our capacity to provide them and include:

- Oral response to questions rather than written
- Allowing extra time for assessment
- Using a support person
- Enlarging reading material
- Use of ramps, height adjustment desks

Any **Disadvantaged students** will be interviewed at enrolment to ensure any required adjustments are included in their training and assessment plan. SECTA will inform students that need special support as to how it will plan, deliver and assess training to take into account these special needs.

SECTA complies with the Disability Standards for Education found at <https://www.dese.gov.au/disability-standards-education-2005>. However, if SECTA does not have the resources to offer a student with special needs, the CEO will assist the student in locating another provider who can offer Subsidised Training that has the necessary resources.

### **COMPETENCY ASSESSMENT**

Assessment is the method by which participants are judged to have, or not to have, demonstrated competence in a unit of competency. The assessment timetable is specified in your training plan that is signed by you and your trainer/assessor prior to starting the course.

Assessments are conducted for each unit and usually have a question and answer assessment and also practical demonstration of the skills for each unit of competency.

The Learning Outcomes and Assessment Criteria for each unit of competency are available from administration at SECTA and available on line at [training.gov.au](http://training.gov.au).

The types of assessment task for each of the units in the course vary. Each may consist of three of any of:

- On line Pre reading and activities
- Question and Answer
- Role Plays
- Case studies
- Projects done at home, often after hours and outside of the classroom
- Observation/Demonstration of practical skills done within the classroom or workplace setting
- Third party evidence/Supervisors report

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**Written** assessments must be your own work and usually allow you access to student notes. You cannot cheat or use the answers from anyone else and your trainers are warned against dictating the answers to you.

**Practical** Assessments must be witnessed by your assessor and must be your work alone. Group activities often take place with you working in a simulated security role but the practical skills required of you will be given to you prior to the assessment.

If you are not ready for assessment, even though it is on your training plan for that day, then do not proceed.

If you are unsuccessful in either the written questions and answers or the practical, you have only two options to resit the assessments.

### **Deferring course commencement**

If an Enrolled Student indicates that they wish to defer Subsidised Training in an Approved Qualification, SECTA Training Academy will make every effort to assist the Enrolled Student to continue training where possible. As an RTO, Secta has implemented strategies that accommodate Enrolled Students who wish to defer their Subsidised Training. If the Enrolled Student proceeds with the deferral of Subsidised Training in an Approved Qualification, the Provider may only permit a deferral or deferrals totalling no more than 12 months from the date of receipt of notice from the Enrolled Student. The Provider must advise students of the Fee implications of deferring their Subsidised Training in accordance with the Fee Administration Policy.

If a student wishes to defer their course commencement, they need to complete and submit an Application for Deferring Transferring or Discontinuing Form to the General Manager, informing them of the reasons for deferment or suspension. The student must supply all relevant evidence to substantiate the cause for the application for course deferment. The student may be granted deferment from their studies on compassionate grounds or due to compelling circumstances usually beyond the student's control such as where a medical certificate states that the student is unable to attend classes.

The CEO will convene a meeting to assess the student's request and where possible, the student should attend. If attendance is not possible, then the authority rests with the CEO to decide on approval of the application, based upon the evidence presented.

If deferment is granted, the CEO will:

- (a) Inform the student in writing that the request has been successful;
- (b) Inform the student in writing that their change in enrolment status may affect their visa;
- (c) Record the details of the request and result on the student's file;
- (d) Notify the Training Services NSW that the student's enrolment has been deferred;
- (e) Proposed agreed date of commencement; and
- (f) Issue a confirmation letter that advises acceptance of the request and the new agreed enrolment details

### **Student Suspension or Cancellation of Enrolment**

- An enrolled student may cancel their enrolment for any reason.
- SECTA Training Academy must first ascertain if the reason for discontinuing relates to the performance of the Provider including in respect of the delivery of Subsidised Training.

**NOTE:** If this is the case, SECTA must ensure that reasonable efforts are made to address concerns of the Enrolled

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**Student related to the delivery and assessment of training.**

If the Enrolled Student proceeds to cancel their course, the Administration Officer will:

- (a) confirm with you in writing of your change in enrolment status and the applicable dates;
- (b) Record the details on your file;
- (c) Notify Training Services NSW that your enrolment has been cancelled; and

### **College Suspension or Cancellation of Enrolment**

The CEO may suspend a student's enrolment on two grounds:

- (a) Compassionate or compelling circumstances; or
- (b) Misbehavior by the student

If SECTA chooses to cancel your enrolment, then you will be formally advised by email of SECTA's intention.

NOTE: Cancellation may affect your future training options for further government funding.

If you wish to start this process, then you must engage the formal Complaints and Appeals process within 2 working days. You must complete and submit a Complaints and Appeals form.

Should you decide to exercise your right to complain and appeal, the suspension or cancellation will not take effect until the internal process is completed. A decision will be made as an outcome of the appeal process.

If you are to remain in SECTA, you will need to complete and sign a new training plan.

If you decide not to remain then cancellation shall have immediate effect.

### **Suspending enrolment after course commencement**

If you wish to temporarily suspend enrolment, complete an Application for Deferring or Suspending Assessment or Course to inform the CEO of your need.

NOTE: You may be granted deferment or temporary suspension from studies only on compassionate grounds or due to compelling circumstances (e.g. where a medical certificate states that the student is unable to attend classes).

The CEO may temporarily suspend your enrolment for:

- (a) Compassionate or compelling circumstances; or
- (b) Misbehavior by the student
- (c) other disciplinary matter

You will be advised by the CEO by email of this intention. If SECTA declines your request for suspension and you cannot attend, the option will revert to cancellation of your Smart and Skilled course.

Should you decide to appeal the SECTA decision, you must complete a Complaint and Appeal Request form and undertake that process.

This will take only 3 days as a maximum to complete.

### **Withdrawals and Exit Interview**

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If you decide to withdraw from a course, you must undergo an exit interview with the CEO. You may be referred you to another appropriate staff member to discuss any support requirements.

If you have a complaint and you still decide to withdraw then the following applies as a condition of the contract you have with us as:

- You should give formal notice, preferably in writing, of the date and reasons for your withdrawal
- You will be refunded any outstanding fees in line with the Fee and Refund Policy
- You will be issued Statement of Attainment for units assessed as competent within 28 days of notice of discontinuation
- Your Training Plan will be updated and you will be given a copy
- You will be given the results of any assessments

### **Transferring out of students**

Transfer to another provider shall be considered following a formal application by a student using Application to Transfer Education Provider Form. SECTA will issue a letter of release without cost to you.

### **If SECTA Lose their contract**

In the event that SECTA's Smart and Skilled Contract is terminated or suspended the Transfer Out Process must be commenced prior to the termination of the Contract and/or ending the delivery of Subsidised Training to the relevant Enrolled Student.

SECTA will comply with all directions from Training NSW in relation to the transferring of students to an alternate provider.

The CEO shall formally refer the departing student to

- (a) help the student find an alternative provider who can provide Subsidised Training
- (b) the local Training Services NSW Regional Office for assistance
- (c) the option to remain with SECTA and continue training on a "fee-for-service" basis.

SECTA shall issue you a Statement of Attainment for completed units to date and an updated Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced

The CEO shall return results of any outstanding completed training activities and/or assessments to you.

We shall keep records of all requests for/notices of discontinuation or keep a file note or log of such requests/notices together with evidence of all discontinuations made including evidence that we fulfilled its obligations above.

### **Recording Attendance and Performance**

Students are required to attend all classes.

The trainer will mark the hours of attendance for each student in each class using the Student Attendance Sheet and be enrolled in the course for the defined period of time each week, according to the requirements of the training plan.

Attendance will be entered into the Student Management System weekly.

Students who have been absent for more than 1 day will be contacted by Student Administration Officer by email or phone to determine the cause for the absence. Students must then immediately rectify the situation by making an appointment with the CEO for a training plan and by attending

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classes again. The CEO will also determine if you need to be referred to student support services for welfare counselling.

If you believe that the attendance reporting is inaccurate or unfair, you may access the complaints and appeals policy and procedure within 2 working days.

If the reason for absence is agreed by the CEO as being a compassionate or compelling circumstance, the student will not be cancelled.

### **Course Progress and Intervention Strategy**

Student course progress is monitored and reviewed.

We will intervene if we think you are struggling in your course. Your successful completion of our course is essential to us as well as you.

Trainers are responsible for monitoring your course progression by following training plans for each course cohort and ensuring timely entry of assessment results into the student file.

The Student Administration Officer is responsible for the upkeep and maintenance of the summary of results, academic progression chart and the student attendance spreadsheet. We assess each student as defined in the assessment timetable within the training plan of the student.

Where the CEO has assessed you as being 'at risk,' we will inform you in writing and trigger our student support system to help you realign your studies and efforts to be successful. Our skilled trainers are well experienced in working with students and quickly spot a "floater" who has problems. Don't be embarrassed as together we will achieve your course outcomes: it will take more time and more work but we are here to help you in your life's goals.

The following intervention strategies are considered on a case-by-case basis:

- (a) English language support for oral and written comprehension
- (b) Assistance with academic skills such as essay and report writing
- (c) Counseling and assistance with personal issues affecting course progress
- (e) Opportunity for reassessment at no extra cost to the student
- (f) Mentoring by the teacher or nominated student
- (g) Referral to external organisation for assistance.

NOTE: If the intervention strategies are altered, a new Intervention Record must be completed and signed off and the training plan updated and placed in the student file.

Where a support/intervention strategy is implemented you will be required to meet with the CEO on a regular basis for follow up on your progress.

NOTE: Students failing to attend the course counseling interview without a reasonable excuse may be reported for unsatisfactory academic progress.

All meetings with the student are to be recorded as a 'File Note' and a copy kept on the student's file.

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### **Student Assessment**

Assessments incorporate written answers and practical components and are retained in student files. In some cases, students are required to complete work placement as part of their course. Each assessment has the purpose listed on the front of the document with instructions to the students.

All assessment tasks are completed by the student who will be provided with formal feedback on their assessment sheet and the determination of them being Satisfactory or Unsatisfactory. All assessment tasks must be rated as Satisfactory in a unit of competency and this then deems you "Competent" in the unit of competency. If any tasks remain as unsatisfactory and do not meet the benchmarks for approval, then you will be allowed to resit the assessment a maximum of two further occasions. If the outcome remains unsatisfactory, then you will be assessed and reported as Not Yet Competent.

NOTE: This may include Reasonable Adjustment for Special Needs such as replacing written exams with oral questioning, alternative methods of cooking assessment. Ultimately the CEO has to make a judgment as to whether it is in the best interest of the student to continue to train and assess the student. Although each case is treated sensitively on a case by case basis, it is highly unlikely the students will be given more than three attempts to satisfactorily complete an Assessment Task and as such will be withdrawn from the course. Students will receive Statements of Attainment for all completed Units.

A Trainer/Assessors records your results using an Assessment Summary Student Form at the completion of each unit of competence, the Trainers/Assessors sign-off the academic results records for individual students and submit it to the CEO. These are then entered into the student management system for reporting to the Training NSW agency.

The academic results of all students are recorded systematically. Records must include non-academic performance as a result of illness (as evidenced by a medical certificate) or other exceptional compassionate circumstance beyond the control of the student e.g. bereavement.

### **ISSUE OF QUALIFICATIONS**

You will receive your certificate or statement of attainment within 5 days of completion when all assessment decisions have been agreed and endorsed by the CEO. Where the full qualification has not been completed, a Statement of Attainment is issued by the CEO.

Upon completion of training (or withdrawal from the course), a student's file is reviewed by the CEO. Provided the necessary evidence is available for each required unit of competency, a Qualification issue is approved by the Trainer.

The relevant certificate and student file is forwarded to the CEO for review and signing. The CEO is the only person with the authority to sign a Qualification on behalf of SECTA Pty Ltd.

A record of the Qualification is placed in your file and listed in the relevant register. An original Certificate or Statement of Attainment is sent to you with the details of the issue retained within the student management system.

### **Re-Issue of Qualifications and Statements**

Before an Australian Qualifications Framework Certificate or Statement of Attainment can be re-issued, you must provide a letter of request to the Student Administration Officer stating the date and name of the course and their personal details including date of birth and address with photo ID

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attached.

The CEO reviews the re-issue application to ascertain that the qualification requested was issued. Once checked the CEO will note on the letter of request that the qualification can be re-issued.

### **Replacement of qualifications**

If you require a copy of your certificate or statement of attainment other than those that will be issued to you at the completion of your qualification, there will be no fee charged.

### **COURSE QUALITY ASSURANCE**

#### **Smart and Skilled Complaints and Appeals**

SECTA ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. Complaints and appeals are finalised as soon as practicable.

If you have a complaint or enquiry about any service to do with Smart and Skilled you can email: [enquiries@smartandskilled.nsw.gov.au](mailto:enquiries@smartandskilled.nsw.gov.au) or telephone: 1300 772 104

It is a requirement of Smart and Skilled that before making a complaint to the Training NSW that you first attempt to resolve it with your training provider according to the complaints and appeals procedures for internal resolution first. Problems do very rarely arise but with mutual respect we can resolve them in a friendly fashion.

Please follow the steps outlined in the policy below and we will do everything we can to resolve the issue.

Step 1: Where verbal complaints regarding vocational education are received, they can be discussed with the Trainer and preferably resolved. Complaints about the organisation can be directed to the CEO.

Should a participant have a complaint or wish to appeal an assessment result, they are encouraged to do so by using the following process:

Step 2: If the complaint is not resolved then the complaint is documented by the complainant onto the Complaints and Appeals Form (Form 06). Student complaints are submitted to the Administration Manager who issues an acknowledgement to the complainant confirming receipt of their written complaint.

Step 3: The Assessor liaises with the CEO and Administration Manager. Each complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

NOTE: Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

Step 4: The CEO will close out the matter to the satisfaction of both parties. A copy of the all documentation, in particular the complaint and the outcome, is placed in the student's file, staff file or Continuous Improvement Register as appropriate. A copy of the documentation is forwarded to the complainant.



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**Appeals Following Unresolved Complaints**

When a student is not happy with the outcome of a complaint investigation relating to Smart and Skilled training delivery, they should complain to the Training NSW to initiate the Departmental complaints investigation process.

NOTE: The [National Training Complaints Hotline](#) is accessible on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or via email at [skilling@education.gov.au](mailto:skilling@education.gov.au).

You can deliver your issues in person with a support person be present.

The rules of alternative dispute resolution apply.



# RECEIPT

I herewith formally confirm that I have received and have read and understand the Smart and Skilled Pre-Enrolment Handbook.

I understand that this must be read in conjunction with the Secta Pty Ltd Student Handbook which contains critical information for a student of Secta Pty Ltd.

Printed Student Name

.....

Signature

Date of Receiving handbook

.....

This document is to be returned to Administration for filing in your student file.