



Student Handbook

**Private Investigators
College of Australia**

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Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or **Private Investigators College of Australia (PICA)** policy may impact on the currency of information included. Private Investigators College of Australia (PICA) reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting **Private Investigators College of Australia**.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Private Investigators College of Australia. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to: **Private Investigators College of Australia 0488 1444 87**

Important Details

Registered Training Organisation (RTO) Details:

Head Office: **Private Investigators College of Australia**

RTO - 40789

18 Vincent Avenue

Sippy Downs

T 0488144487

E hello@pica.edu.au

W pica.edu.au

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Welcome

“Every man, at the bottom of his heart, believes that he is a born detective” **John Buchan**

Congratulations on your choice to undertake a qualification with Private Investigators College of Australia.

We have been delivering training in **Certificate III Investigative Services** since **2013**. Our goal is to be an industry leader in providing an engaging learning experience and we are committed to providing extensive support during our delivery.

Our Vision is: For Private Investigators College of Australia to excel in real world delivery so that students can share in its development and glow in its accomplishments.

Our Mission is: Private Investigators College of Australia’s role is to help each potential Private Investigator come into confident possession of his or her innate talents, to improve the skills needed for success in the investigative industry, and establish values that allow him or her to act with thoughtfulness and humanity.

Our Values are: Private Investigators College of Australia’s stands by its values of commitment, respect, excellence, accountability and diversity.

About Us

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

- Certificate III in Investigative Services CPP30607

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is **40789**.

We deliver our courses in Queensland, New South Wales, Western Australia, Northern Territory and the Australian Capital Territory. Our courses are delivered by appropriately qualified and experienced trainers. We offer training sessions via Online modules.

Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with **Private Investigators College of Australia**.

Following enrolment and receipt of payment, you will be sent an email with your trainer's contact details. Your trainer is available by email or scheduled telephone appointments. Urgent questions can be directed to **Private Investigators College of Australia** Head Office on 0488 144 487.

Legislation

As an RTO, **Private Investigators College of Australia** is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the *Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*

Additionally, **Private Investigators College of Australia** abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Anti-discrimination*
- *Children and Young People*
- *Copyright*
- *Corporations*
- *Employment and Workplace Relations*
- *Equal Opportunity*
- *Fair Work* (including harassment and bullying)
- *Privacy and Personal Information Protection*
- *Student Identifiers*
- *Taxation*
- *Workplace Health and Safety*

Private Investigators College of Australia is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

Code of Practice

As a responsible member of the VET community, **Private Investigators College of Australia** follows a Code of Practice which outlines how you can expect the organisation and our staff to behave. Similarly, **Private Investigators College of Australia** has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

A copy of the Code of Practice can be obtained via **Private Investigators College of Australia website** or by phoning on: **0488 1444 87**

Other Policies and Procedures

The following Policies and Procedures underpin **Private Investigators College of Australia's** operations. The list of Policies and Procedures can be found on the resources page on our website www.pica.edu.au/links/. Please contact our administration department if you require further information:

- Access and Equity Policy
- Assessments Policy
- Complaints and Academic Appeals Policy
- USI Instructions
- Information Privacy Policy
- Refund Policy and Procedure
- RPL

Privacy

Private Investigators College of Australia strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Access to Your Records

If you wish to access your student information file, please direct your enquiry to glen@pica.edu.au.

Enrolment

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

Enrolment Dates

Private Investigators College of Australia operates on a system of rolling start dates. This means you are able to enrol and start studying straight away. Your enrolment end date will be exactly 12 months after your enrolment date.

Entry Requirements

Please contact **Private Investigators College of Australia** to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, **Private Investigators College of Australia** cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Language, literacy and numeracy skills indicator (LLN)

All students are to complete the Language, Literacy and Numeracy Skills Indicators to identify any special learning needs a student may have prior to the commencement of training. This will help to identify any access and equity or learning support services that may be required to maximise the student's chances of successfully completing their course.

Trainers/assessors will provide students with any necessary assistance to support the development of literacy and numeracy. However, should specialist assistance be required, our online learning team will work with the students to identify the most appropriate program or pathway to support.

Based on the individual student's level, reasonable adjustment may be made to the delivery strategy to assist the student with successful completion of all units of competency. If the level of assistance is higher than the trainer/assessor feels able to manage, the student can be referred to an external specialised service. Fees and charges for these services will not be met by **Private Investigators College of Australia** and will be the responsibility of the student.

Access and Equity

Private Investigators College of Australia will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. **Private Investigators College of Australia** prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

Private Investigators College of Australia will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at **Private Investigators College of Australia** to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on **0488 1444 87**.

STUDENTS WITH SPECIAL NEEDS

Private Investigators College of Australia will allow variations in arrangements for assessment for learners with disabilities and learning difficulties. We seek to remove barriers within assessment processes or practices which place learners with special needs at a disadvantage, without thereby affording them an unfair advantage over other learners, or without failing to ensure that these learners satisfy the requirements of the units against which they are being assessed.

In order to help achieve this aim, we maintain contacts with professional bodies interested in both occupational and educational opportunities for people with disabilities and learning difficulties.

Introduction

One of our responsibilities is to monitor assessment practice and procedures to ensure the required standards are met. Adjustments to assessment processes and practices must continue to satisfy the requirements of these units so as not to undermine the validity of the assessment outcome.

Reasonable Adjustments

Private Investigators College of Australia will normally vary assessment arrangements, where the standards permit, for learners with disabilities and learning difficulties. Arrangements concerning variations to assessment processes and practices must be agreed with the CEO of **Private Investigators College of Australia**. Some examples of reasonable adjustment are listed below.

PRACTICES:

Hearing Impairment

Arrangements may include the use of a communicator/interpreter or mechanical/electronic aids (at the participant's expense) or extra time allowance. In addition, learners whose hearing loss results in a possible linguistic disability may be provided with question papers with appropriately modified wording, as recommended by a specialist teacher of the deaf.

Visual Impairment

Arrangements may include the use of a reader, tapes, question papers with large print or braille, use of a keyboard to produce typescript or raised type responses to a question paper, extra time allowance and mechanical/electronic aids (at the participant's expense).

Physical Impairment - permanent or temporary

In cases of physical impairment resulting from, for instance, spina bifida, paraplegia or temporary incapacities, arrangements may include an interpreter or mechanical/electronic aids (at the participant's expense) or extra time allowance

Learning Difficulties

In the case of learners with literacy or numeracy difficulties, including specific learning difficulties of a dyslexic or similar nature arrangements may include a reader (at participant's expense), extra time allowance, and use of taped responses.

Other Support Services

Private Investigators College of Australia is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Student ID Card

All enrolled students will be issued with a student ID card following enrolment and payment of fees. This Student ID will entitle the holder to discounts and will verify the student's identity when submitting video evidence as part of their assessment. Refer to the Student ID Card page on **Private Investigators College of Australia** website for details of how to apply and the photo requirements. There is a fee to replace lost or damaged cards.

Fees

Information about Course fees is documented clearly on our website pica.edu.au or can be obtained by contacting **Private Investigators College of Australia**.

The cost of your qualification will depend on the chosen payment option. If you are able to credit transfer some of the units, this will further reduce the cost of your qualification.

Payment Options

Payment of course fees can be made to **Private Investigators College of Australia** via:

- Credit card
- Debit card
- Electronic funds transfer

Fees must be paid by the due date agreed in your individual training contract. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or **Private Investigators College of Australia** withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on **0488 1444 87** to discuss options.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, **Private Investigators College of Australia** may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact **Private Investigators College of Australia** as early as possible to discuss options.

Cancellation

Should a student withdraw from a course, a partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact **Private Investigators College of Australia** on **0488 1444 87** to discuss individual circumstances.

Course Withdrawal

If you wish to withdraw from a course, you must advise **Private Investigators College of Australia** in writing of your decision. Send your notification to request a refund to **PO Box 908, Maroochydore, Qld 4558** and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- USI
- Effective date of the cancellation
- Reason for refund request

Your application will be reviewed and you will be advised of the outcome within **5 business days**.

Withdrawal Prior to Commencement of Course

If you withdraw from a course within 10 business days of enrolment and prior to commencing any learning and/or assessment tasks associated with the course, a refund of any course fees paid will be made less an administration fee of **\$300**. This is because **Private Investigators College of Australia** will have already expended resources associated with setting up student records and providing materials.

Withdrawal Due to Illness

In circumstances of illness which prevent you from continuing to study, you may be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- A non-refundable administration fee of **\$300** will be deducted from any eligible refund
- Any refund will be at the discretion of **Private Investigators College of Australia**

Withdrawal After Commencement of Course

- If the student has already commenced learning and assessment activities, no refund will be available

Cancellation of Course by Private Investigators College of Australia

In the event that a course is cancelled by **Private Investigators College of Australia** for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units.

Other Fees

Other administrative fees may apply for:

- *RPL/RCC application*
- *Replacement of transcript*
- *Replacement of student ID card*

RPL/RCC Application

Students wishing to undertake the RPL process must complete an RPL Application. There is also a fee for each unit that students wish to undertake an assessment only option. Refer to the RPL Policy for additional information.

Replacement of Transcript

An administration fee of **\$30** applies for **Private Investigators College of Australia** to re-issue a copy of your Certificate or Statement of Attainment.

Replacement of Student ID

An administration fee of **\$25** applies for **Private Investigators College of Australia** to re-issue a student card. In the event that your student card has been stolen and you can provide a copy of a police report, this fee will be waived.

Course Information

After enrolment, you will be given access to training materials digital format via PICA's learning platform. Textbooks **are not** provided. You will need to supply your own stationery materials. A welcome email will be sent with log-in details so you can access **Private Investigators College of Australia's** online learning platform.

Duration

The expected duration of your course is 12 months. However, how long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, and how many units (if any) are eligible for credit transfer. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the Vocational Education & Training (VET) sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>)

More information on Volume of Learning can be accessed at:

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Private Investigators College of Australia has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

Private Investigators College of Australia staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by Private Investigators

College of Australia. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course when this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and **Private Investigators College of Australia**. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

Recognition Processes

Private Investigators College of Australia offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

- **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact **Private Investigators College of Australia on 0488 1444**.

- **Recognition of Current Competencies**

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained".

(Taken from: http://vetinonet.dtwd.wa.gov.au/Resourcesandlinks/Documents/6_1_4-RPL%20FAQ%20Assessor%20January%202013%20v%206.pdf)

- **Credit Transfer**

Private Investigators College of Australia recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact **Private Investigators College of Australia on 0488 1444 87**.

Foundation Skills

All training and assessment delivered by **Private Investigators College of Australia** contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Assessment Information

Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by **Private Investigators College of Australia**. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own

- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. **Private Investigators College of Australia** expects that you use **APA** style of referencing when writing your assessments. More information about how to do this can be found at: <http://libguides.jcu.edu.au/apa>

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Results

Your Trainer/Assessor will inform you of the outcome of your assessment as soon as possible from the date the assessment was submitted.

There are two (2) possible outcomes for assessments:

- S = Satisfactory
- NS = Not Satisfactory (requires more training and experience).

If you have received a NS result on an assessment, you will be eligible to re-submit assessments and be re-assessed.

Grading Method

Assessment of this program of study is based on competency based principles.

Grade to be S = Satisfactory = 1

Grade to be NS = Not Satisfactory = 0

Students who fail to perform competently for the assessment on the prescribed date will be assessed as 'not yet competent'. You are required to be assessed as 'Competent' on completion of Assessments assigned by your assessor for this unit of competency.

Feedback

Prompt feedback will be offered to you on the outcome of the assessment and will be recorded within the e-learning platform for each assessment you complete. All feedback will be constructive and positive. If you have achieved a NYS result, feedback will provide specific reference to any areas requiring improvement.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. Private Investigators College of Australia **does not** charge a fee for resubmission of assessments.

Any re-assessment is conducted as soon as practicable after you have been informed of the requirement to be re-assessed and have been given the opportunity to be re-trained and assimilate the training. You are re-assessed in only the areas assessed NS. It is at the assessor/s discretion to re-assess the entire assessment should it be demonstrated an overall understanding of this unit has not been achieved.

If, after **2** resubmissions your work is still 'Not Yet Competent', you will be required to re-enrol in, and re-do the work for the unit. You will also be required to pay to re-enrol in the unit. Failure to re-enrol in the unit will mean that you are unable to successfully complete the qualification and will only receive a Statement of Attainment.

All of the staff at **Private Investigators College of Australia** will take every reasonable effort to help you succeed in your course.

Overall assessment result

When your trainer/assessor is satisfied that you have satisfactorily completed all assessment tasks for a specific unit and provided the appropriate evidence required to meet all criteria, you will be deemed Competent (C). If you have had a total of three (3) attempts at assessment, and fail to meet this requirement, you will receive the result Not Competent (NC). Should you be deemed 'Not Competent' on completion of the unit, you can appeal the assessment result as per the Academic Appeal policy. You may also choose to re-enrol in the unit and be re-assessed.

Complaints and Appeals

- 1.1 Private Investigators College of Australia is committed to providing learners, staff and stakeholders with the best possible environment in which to study or work.
- 1.2 Private Investigators College of Australia understands that on occasion, there may be instances of dissatisfaction and invites complaints and appeals from a dissatisfied party so that a resolution can be found and provide an opportunity to consolidate the feedback into review and improvement of our policies and practices. The right to a compliant and appeal also extends to a person seeking to enrol.
- 1.3 Private Investigators College of Australia will address all complaints and appeals in a timely manner and openly and honestly so as to resolve problems through a fair and reasonable means.
- 1.4 Complainants have the right to appeal a decision made about a complaint, as well as submit an appeal about an assessment decision.
- 1.5 This policy manages and responds to allegations involving the conduct of –

- (a) Private Investigators College of Australia, its trainers, assessors or other staff;
- (b) A third party providing services on Private Investigators College of Australia behalf, its trainers, assessors or other staff; or
- (c) A learner of Private Investigators College of Australia.

1.6 This policy also manages requests for a review of decisions, including assessment decisions, made by Private Investigators College of Australia or a third party providing services on its behalf.

1.7 A complaint or appeal may include, but is not limited to:

- General complaints including dissatisfaction with services
- Marketing and promotional activity
- Personal safety
- Administration
- Behaviours of others
- Equity and access, discrimination, harassment and bullying
- Sexual harassment
- Unfairness and injustice
- Vilification
- Complaints about financial matters, and payments
- Application procedure
- The use or misuse of personal information, breach of privacy

Academic Grievance:

- Course advice and enrolment
- Suspension and/or cancellation of enrolment
- Program delivery
- Learning resources
- Assessments
- Issue of results, certificates, statements of attainment

Academic Appeals:

- Assessment process and decisions
- Learner progress and academic progress decisions

1.8 This policy and procedure ensures that both the requirements of the Standards for RTOs 2015, as well as the Higher Education Support ACT 2003 Schedule IA VET Guidelines 2015 are met.

1.9 Initial contact may be lodged verbally, or through an advocate and at all times the complainant will be provided with an opportunity to have their complaint formally recorded.

1.10 Complainants are encouraged to speak directly to the person involved to try and resolve their complaint informally, however if the informal decision does not resolve the matter or the complainant is uncomfortable with approaching the person directly, the complainant should access the formal process. All formal complaints or appeals (including assessment appeals) must be made in writing using the Complaints and Appeals Form and forward to the RTO Manager within 20 days of the matter occurring. The complaints and Appeals Form can be provided by email or in a hardcopy to the complainant/appellant.

Private Investigators College of Australia will:

- (a) Acknowledge all complaints and requests for an appeal in writing within 3 working days of receipt;
- (b) Regularly update the complainant or appellant on the progress of their complaint or appeal;
- (c) Aim to finalise all complaints and appeals processes within 20 working days, or as soon as practicable;
- (d) Inform the complainant and appellant in writing if it considers that more than 60 calendar days will be required to process and finalise the complaint or appeal, including reasons why more than 60 calendar days are required;
- (e) Inform the complainant or appellant in writing of the outcome of their complaint or appeal including the reasons for the decision; and
- (f) Ensure that in relation to assessment appeals, that the original assessment decision will be reviewed by an independent qualified assessor and the appellant notified of the outcome.

1.11 Where a face to face meeting is required during any stage of the complaint or appeal process, complainants and/appellants have the right to have a third party such as a family member or friend accompany them

1.12 If the complainant or appellant is unsatisfied with the outcome of their complaint or appeal they may seek review of Private Investigators College of Australia's decision by referring their complaint or appeal to an external dispute resolution body appointed for this purpose by Private Investigators College of Australia.

The details for the external body and contact person are:

Synergy Workplace Investigations
1300 664 341
PO Box 908, Maroochydore, Qld

Private Investigators College of Australia will give due consideration to any recommendations arising from the external review.

The cost of an external dispute resolution process must be borne by the complainant and Private Investigators College will inform the complainant of such costs in writing.

- 1.13 Private Investigators College of Australia staff and the complainant/appellant will observe strict confidentiality during all stages of the complaints resolution process. All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaints resolution process.
- 1.14 Private Investigators College of Australia securely maintain records of all formal complaints and appeals and their outcomes on the Complaints and Appeals Register Only authorised individuals have access to complaints and appeals records. Records are available for 5 years from the date of the initial complaint.
- 1.15 Private Investigators College of Australia aims to identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
- 1.16 Learners are advised of Private Investigators College of Australia Complaints and Appeals Policy in the Student Handbook.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on 0488 1444 87.

Student Conduct

Private Investigators College of Australia has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet.

As a student enrolled with Private Investigators College of Australia, you are expected to:

- Adhere to Workplace Health and Safety requirements;
- Report illegal activity of any sort and not engage in criminal behaviour
- Treat other students and PICA employees with respect and fairness
- Not engage in conduct which may objectively be considered as harassment or bullying, or which otherwise disruptive or intimidating;
- Avoid discriminatory conduct grounds such as gender, sexuality, race, ability, cultural background, religion, age or political conviction;
- Respect the privacy of others in the collection, use or access of personal information whilst undertaking studies;
- Not to disclose confidential information concerning any matter relating to PICA;
- Read and comply with their enrolment conditions and PICA policies, procedures and ethical requirements;
- Read and comply with their program and course requirements;
- Take responsibility for their own education and direct their own learning;
- Monitor their academic progress; and
- Complete all assessment tasks and final assessments honestly, and not to engage in plagiarism, collusion or cheating
- Use Private Investigators College of Australia's property or resources, including communication technology resources, cooperatively, legally, ethically responsibly and appropriately;
- Not behave in a way that would offend, embarrass or threaten others; this also applies to the use of PICA social media outlets;
- Comply with any reasonable request or directions from PICA employees with regard to safety or compliance with policy, procedure or ethical requirements;
- Make payments of all fees, charges and other costs charged by PICA within the timeframe.

In accordance with legislation, Private Investigators College of Australia staff should:

- Not tolerate offensive behaviour, bullying, harassment, physical or verbal assault;
- Report any unsafe behaviour
- Report criminal activity of any sort to the relevant authorities.

Compliance with this policy forms part of each student's conditions of admission and enrolment.

Students who are found to have breached this policy may be subject to penalty, including cancellation of enrolment.

Some breaches of this policy may also have separate consequences for students under criminal or civil jurisdictions.

Where a decision has been made to exclude a student, the RTO CEO or their delegate, must, as soon as practicable, provide notice to the student in writing that;

- Sets out the terms of the decisions;
- Sets out in summary form the reason for the decision;
- Advises the student of the provisions of this section; and
- Refers to the student to this policy, the Complaints and Appeals policy and any other relevant policy and procedure.

Students found guilty of misconduct have a right to lodge an appeal by following our **Complaints and Appeals** process.

Student Feedback

Private Investigators College of Australia is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for **Private Investigators College of Australia** and other RTOs in the Standards for RTOs 2015.

Should you not have successfully completed all units contained in the qualification, you will receive a Statement of Attainment listing the units in which you have been deemed competent.

If for some reason **Private Investigators College of Australia** ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by **Private Investigators College of Australia**').