LEARNER HANDBOOK

2013
# PROGRAM COMMENCEMENT – LEARNER CHECKLIST

**PROGRAM TITLE:**

**VENUE:**

**DATE(S):** ______________

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1. I have received a copy of Private Investigators' College of Australia’s (PICA) Code of Practice

2. I have received documentation and an application form detailing PICA's RPL/RCC process and I have been advised about PICA’s recognition obligations.

3. I have been provided with program information, including content and award (AQF Qualification or Statement of Attainment) information.

4. I have been advised of possible vocational outcomes, including possible pathways between this program and other programs.

5. I have been advised about PICA’s:
   - enrolment and induction/orientation procedures
   - fees and charges and refund policy and procedures
   - flexible learning and assessment procedures
   - assessment policy and procedures for learners with special needs
   - provision for language, literacy and numeracy assistance
   - client support, including any external support which PICA can arrange if required
   - welfare and guidance services, if applicable
   - access and equity policy and procedures
   - appeals and complaints policies and procedures
   - disciplinary procedures
   - RPL/RCC and recognition arrangements (including credit transfer)
   - Privacy provisions

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**Learner Name:** ________________________________

**Learner Signature:** ____________________________ **Date:** ______________

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**Private Investigators' College of Australia Trainer/Facilitator Name:** ________________________________

**Private Investigators' College of Australia Trainer/Facilitator Signature:** ____________________________ **Date:** ______________

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One ‘original’ copy of this signed form will be retained by PICA as part of the learner’s file.

The second copy of this signed form will be retained by the learner.
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Learner Signature: ____________________________ Date: __________

Private Investigators’ College of Australia Trainer/Facilitator Name: ____________________________
Private Investigators’ College of Australia Trainer/Facilitator Signature: ____________________________
Date: ____________________________

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**Timeline:**
This program is delivered over 5 days in the PICA training centre, though you have 12 months to complete this program.

**What you will be learning:**

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Core/Elective</th>
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<tbody>
<tr>
<td>BSBFLM303C</td>
<td>Contribute to effective workplace relationships</td>
<td>Core</td>
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<tr>
<td>BSBWOR301A</td>
<td>Organise personal work priorities and development</td>
<td>Core</td>
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<tr>
<td>CPPSEC3001A</td>
<td>Maintain workplace safety in the security industry</td>
<td>Core</td>
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<td>CPPSEC3009A</td>
<td>Prepare and present evidence in court</td>
<td>Core</td>
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<tr>
<td>CPPSEC3026A</td>
<td>Work effectively in investigative services</td>
<td>Core</td>
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<td>CPPSEC3027A</td>
<td>Develop investigative plan</td>
<td>Core</td>
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<tr>
<td>CPPSEC3028A</td>
<td>Compile investigative report</td>
<td>Core</td>
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<tr>
<td>CPPSEC3029A</td>
<td>Provide quality investigative services to clients</td>
<td>Core</td>
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<tr>
<td>CPPSEC3030A</td>
<td>Conduct surveillance</td>
<td>Core</td>
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<tr>
<td>CPPSEC3031A</td>
<td>Organise and operate a surveillance vehicle</td>
<td>Core</td>
</tr>
<tr>
<td>CPPSEC3032A</td>
<td>Gather information by factual investigation</td>
<td>Core</td>
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<tr>
<td>CPPSEC3033A</td>
<td>Conduct interviews and take statements</td>
<td>Core</td>
</tr>
<tr>
<td>CPPSEC3034A</td>
<td>Operate information gathering equipment</td>
<td>Elective</td>
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<tr>
<td>FNSMERC304B</td>
<td>Locate subjects</td>
<td>Elective</td>
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<tr>
<td>CPPSEC3012A</td>
<td>Store and protect information</td>
<td>Elective</td>
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</table>

**What you need to do:**
To gain the Certificate III in Investigative Services you must demonstrate competency in 15 core units.

**How the program will be delivered:**
The program is conducted in a classroom setting with and is delivered by a qualified trainer with current industry knowledge and experience.

**How you will be assessed:**
To be deemed competent you will need to show evidence of practical skills and understanding. Your understanding will be assessed by activities and written tests linked to workbooks. Practical skills will be assessed through demonstration. You may be able to complete written tests orally (by talking rather than writing) if you have difficulty writing in English. RPL will be available for all units.

**Course fees:**
$1500Refund

**The Certificate III in Investigative Services**
Statements of Attainment that may be awarded upon successful completion of course units, are nationally recognised and will be recognised by other accredited institutions across Australia.
CODE OF PRACTICE

PICA will adopt policies and management practices which maintain high professional standards in the marketing and delivery of education services, and which safeguard the educational interests and welfare of learners.

As a Registered Training Organisation, PICA will operate within the principles and standards of the Australian Quality Training Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

LEGISLATIVE REQUIREMENTS

PICA will meet all relevant legislative requirements of the State and Federal governments. In particular, requirements of Vocational Education, Training and Employment Act 2000; Workplace Health and Safety; Workplace Relations and Vocational Placement standards will be met at all times.

ACCESS AND EQUITY

Recruitment of learners will be conducted at all times in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Recruitment decisions will rest on the assessment by PICA of the extent to which the stated competency standards and learning outcomes of the program are likely to be achieved by the applicant given her/his qualifications, proficiency, experience and aspirations. PICA will ensure that student selection decisions comply with equal opportunity legislation.

PICA is committed to providing a quality service and a focus on continuous improvement. We value feedback from learners, staff and employers for incorporation into future programs.

CLIENT SERVICE

PICA has sound management practices which ensure effective client service. In particular we have client service standards to ensure the timely issue of learner results and qualifications. Qualifications are appropriate to competence achieved and are issued in accordance with national guidelines.

Our client service quality focus includes a RPL/RCC Policy, a Refund Policy, Complaints and Appeal Policies, an Access and Equity Policy and learner welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and numeracy support programs. We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

Our learner information will ensure that all fees and charges are known to learners before enrolment, that program content and assessment procedures are explained and that vocational outcomes are outlined.

EXTERNAL REVIEW

PICA agrees to participate in external monitoring and audit processes required by the state training agency.

MANAGEMENT AND ADMINISTRATION

PICA has policies and management strategies which ensure sound financial and administrative practices. Management guarantees the organisation’s sound financial position and safeguards learner’s fees until used for training/assessment. We have a Refund Policy which is fair and equitable. Learner records are managed securely and confidentially and are available for learner perusal on request. PICA has adequate insurance policies.

MARKETING AND ADVERTISING

PICA will market its educational product with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

TRAINING AND ASSESSMENT STANDARDS
**PICA** has personnel with appropriate qualifications and experience to deliver the training and conduct the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including RPL/RCC and credit transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of learners.

**GUARANTEE**

**PICA** will honour all guarantees outlined in this Code of Practice.

**PARTICIPANT INFORMATION**

**PICA** will provide accurate, relevant and up-to-date information to learners prior to commencement. This will include, but not be limited to:

- copy of the Code of Practice;
- admission procedures and criteria;
- privacy provisions;
- total costs/fees to students;
- certification to be issued to the student on completion or partial completion of the course;
- competencies to be achieved by students;
- assessment procedures;
- arrangements for recognition of prior learning (RPL) and credit transfer;
- disciplinary, complaints, and appeal procedures;
- facilities and equipment;
- and student support services.

**ACCESS TO LEARNER RECORDS**

**PICA** will provide learners with negotiated, on-site access to their personal records. Learners will not have the right to remove any documents from their files. Where necessary, copies of records will be made available to a learner. (**PICA** may charge a fee for providing such copies.)

**REFUND POLICY**

Our learner information will ensure that all fees and charges are known to learners before enrolment.

Should **PICA** cancel any program, learners are entitled to a full refund or transfer of funds to a future program.

Where a learner gives notice of withdrawal at least five (5) working days from the enrolment date, the learner is entitled to a refund, less an administration fee of $300.

Alternately, the fee can be transferred to another program. Each individual case will be looked at on its own merits.

Cancellation should be made through the **PICA** office. Where learners have an acceptable reason for not completing the course they will be able to (a) transfer to another course and complete their training or (b) receive a refund relevant to the amount of time left to the course.

**PICA** uses a trust account to ensure that the terms of the refund policy can be met.

**APPEALS POLICY**

**PICA** is committed to a fair and equitable process for dealing with learner appeals against assessment policies, processes, practices or outcomes. It strives to deal with issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint.

Learners will be advised, at the time of enrolment, of the appeals process and of their rights with regard to appeals. This information will also be conveyed as part of any initial training program or process.

**APPEALS PROCESS:**
1. Learner perceives an issue with assessment policies and/or processes and/or practices and/or outcomes and is encouraged to discuss this with the assessor or adviser or coach or trainer.

2. The assessor/adviser/coach/trainer discusses the issue with learner and if issue is resolved the process is complete. If the issue is not resolved then step 3 is put in place.

3. a) If the appeal is against an assessment outcome,* the learner is given the option of a re-assessment by another assessor. If the learner is satisfied with the outcome of this second assessment, the issue is resolved and the process is complete. If the issue is still not resolved, step 4 is put in place.

b) If the appeal is against assessment policies, processes or practices, step 4 is put in place.

4. The assessor/adviser/coach/trainer refers the appeal to a PICA internal verifier. This referral may be undertaken on a face-to-face basis or in writing, but all documentation necessary for resolving the appeal must be supplied to the internal verifier. The internal verifier will give a decision within fifteen (15) working days of being advised of the details of the appeal.

5. If the learner is still not satisfied, he/she will be advised that he/she may pursue the appeal through the appropriate Industry Skills Council (ISC); or the Anti-discrimination Board; or other bodies as appropriate.

   • APPEALS AGAINST ASSESSMENT OUTCOMES MUST BE LODGED NO LATER THAN FIFTEEN (15) WORKING DAYS FROM THE DATE OF THE PARTICIPANT'S RECEIPT OF THE ASSESSMENT REPORT.

COMPLAINTS POLICY

PICA is committed to a fair and equitable process for dealing with complaints. It strives to deal with issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint.

Learners will be advised, at the time of enrolment, of the complaints process and of their rights with regard to complaints. This information will also be conveyed as part of any initial training program or process.

COMPLAINTS PROCESS

1. If learners have a complaint with any aspect of their program, they are encouraged to speak immediately with the program leader or training coordinator in order to resolve the issue.

2. If the learner is not satisfied that the issue has been resolved, he/she should forward a written complaint to the director, setting out in detail the issue(s) of concern. The director will attempt to resolve the complaint within fifteen (15) working days from the receipt of the written complaint. If necessary, the director will invite an appropriate industry-training representative to act as an objective party in order to negotiate a satisfactory resolution.

3. If the matter is still not resolved, the complainant will be advised that he/she may pursue the complaint through legal avenues, the appropriate Industry Skills Council; the Anti-discrimination Board, Consumer Affairs; or other bodies as appropriate.

RECOGNITION OF PRIOR LEARNING/CURRENT COMPETENCE (RPL/RCC) POLICY

Processes for the recognition of prior learning / recognition of current competence (RPL/RCC) are available for all PICA programs.

The extent of recognition sought can be up to one hundred per cent of the program. A detailed policy/procedures statement is available on request to PICA staff. This includes information on the RPL/RCC process. It also includes an application form.

If applicable, fees for RPL/RCC will be available on request to PICA staff. Fees will depend on the extent of RPL/RCC sought.

PICA also recognises the AQF qualifications and statements of attainment issued by other RTOs and will arrange credit transfer for these.
RECOGNITION OF PRIOR LEARNING/CURRENT COMPETENCE (RPL/RCC) PROCESS

WHAT DO YOU NEED TO DO?

1. Seek initial support and counselling:
   - Contact PICA or your PICA trainer to seek information about course units, elements and performance criteria.
   - Decide on the units/elements that you believe you can gather sufficient evidence of prior learning for. (Note that, except where specified in the course document, RPL will be considered only for complete elements.)
   - Seek advice on how to gather and assemble evidence which addresses all the performance criteria in each of the selected elements. You may find that the same evidence can be used across elements or units.
   - Make sure that you are told about the principles of validity, reliability, flexibility and fairness and about the evidence criteria - validity, reliability, currency, consistency and sufficiency.
   - Ask for information about PICA complaints/appeals process.

2. Complete the RPL Application Form:
   - Complete the RPL Application Form, and pay the required fee. (This fee will vary according to the number of units for which RPL is sought.)
   - Normally, you will be enrolled for a program prior to applying for RPL for specified units within it. However, you can apply for RPL of units prior to, or independent of, enrolment in a particular program.

3. Submit your evidence for assessment:
   - Assessment will be carried out by a qualified PICA assessor who will apply the specified assessment principles and evidence criteria.
   - Assessment may be carried out on a face-to-face basis, at your work site or some other mutually acceptable location, or at a distance, based on a portfolio of evidence you have provided.
   - You will receive one of the following judgements – competent, not yet competent, more evidence needed.

4. Receive post-assessment guidance and/or certification:
   - A written assessment report will be supplied for each unit assessed. In the case of a judgement of "more evidence needed", advice will be offered about the additional evidence. (Note that a subsequent reassessment may involve the payment of an additional fee.)
   - You will receive written advice, explaining whole-of-program implications of the RPL assessments.
   - All units/elements for which you have been judged 'competent' will be credited towards the program; as part of the appropriate qualification.
   - Where RPL has been sought successfully for 'independent' modules, a Statement of Attainment will be issued for each 'competent' unit/element.
APPLICATION FOR RECOGNITION OF PRIOR LEARNING (RPL)

DETAILS OF UNIT OR ELEMENT FOR WHICH YOU ARE SEEKING RPL:
(Please photocopy and use a separate form for each unit or element.)

<table>
<thead>
<tr>
<th>Unit/Element Title:</th>
<th>Code: (If applicable):</th>
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</table>

DETAILS OF APPLICANT:

Name: ____________________________________________________________
Registration No. (if applicable): ________________________________
Contact Address: ________________________________________________

Phone: ____________  Fax: ______________  Email: ________________

DETAILS OF EVIDENCE:
Provide details of the evidence you can supply to support this application. In due course you will be required to submit this evidence for assessment.
(Evidence must be valid; authentic; current; consistent; and sufficient.)

I have been advised of the evidence criteria which will be applied to the assessment of my evidence.
Where applicable, I have attached the necessary fee of $.................
I understand that this fee is non-refundable in the event that my application for RPL is unsuccessful.

SIGNED: _____________________________  DATE: ______________________

PLEASE COMPLETE AND RETURN THIS FORM TO:

Private Investigators’ College of Australia
PO Box 1293,
Brisbane QLD 4001
Email: hello@pica.edu.au
ACCESS TO ASSESSMENT - CANDIDATES WITH SPECIAL NEEDS

POLICY:

PICA 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 standards 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 standards so as not to undermine the credibility of the awards.

Variation of Assessment Arrangements

PICA will normally vary assessment arrangements, where the standards permit, for learners with disabilities and learning difficulties. The nature of the variations depends largely upon the program being followed and the assessment strategy employed. Arrangements concerning variations to assessment processes and practices must be agreed with the executive director and/or an internal verifier of PICA from whom relevant documentation can be obtained.

PRACTICES:

Hearing Impairment

Arrangements may include the use of a communicator/interpreter or mechanical/electronic aids (at the learner’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 a 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 learner’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 learner’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 learner’s expense), extra time allowance, and use of taped responses.

Medical Conditions

In cases of learners with medical conditions such as epilepsy, diabetes and respiratory disorders, individual cases will be considered on their merit.

Hospitalisation or Confinement to Home

In such cases, arrangements can normally be made for an assessment to be held in hospital or at home (at learner’s expense).
GENERAL INFORMATION FOR POTENTIAL LEARNERS

Admission procedures
Applicants for admission are required to complete the appropriate Registration Form in order to enrol in a program.
All sections of the Registration Form must be completed.

Fees/charges
Details of fees/charges will be made available on request.

Refund policy
Our learner information will ensure that all fees and charges are known to learners before enrolment.
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