



# **STUDENT HANDBOOK**

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## Welcome

Welcome to PARAGON and thank you for choosing our organisation to fulfill your training needs. Our aim is to provide you with detailed training so that you can gain employment within the Industry. Our training is competency based using clear methods of assessment that will be explained as we progress. We encourage your participation in all activities but most of all we want you to enjoy your time with us. We will assist in any inquiries during the duration of the course so good luck and be your best.

PARAGON is about success. We are committed to seeing you complete your training program to a standard that will enable you to present your qualifications with confidence and integrity anywhere in Australia.

This handbook will outline our commitment to you and your responsibilities as one of our students. Should you have any questions you are unable to resolve with any of our staff members please feel free to talk with me about them. I personally welcome you and wish you well as you pursue the course you have chosen to pursue with us.

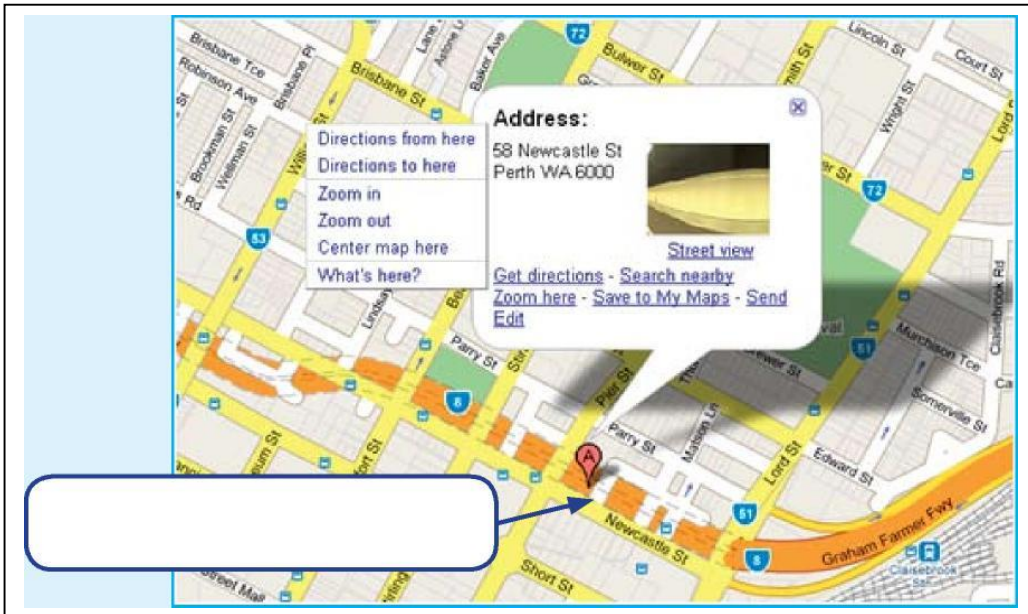
Kind regards,

*Craig MacKellar*

Principal, Paragon Corporate Training.

## Location and Map

PCT is conveniently located in the Perth CBD; we are close to public transportation



## Parking

The car park directly opposite our office generally fills around 9.00am, however, there is usually parking available throughout the day but this is somewhat limited and can be costly. We recommend our students get dropped off to the training or alternatively catch public transport which is readily available and close by.

## Qualifications offered

Paragon Corporate Training offers training in the following qualifications:

- CPP20212 Certificate II in Security Operations
- CPP30411 Certificate III in Security Operations
- CPP30607 Certificate III in Investigative Services
- CPP40707 Certificate IV in Security and Risk Management
- PSP41512 Certificate IV in Government (Investigation)

Please refer to the [Training.gov.au](http://Training.gov.au) database for additional information on qualifications and our scope of registration.

## **Career and further study pathways**

Participants can specialise in the security field most relevant to their requirements.

Security training programs contribute to a number of career pathways including:

- protective security;
- personnel security;
- security risk management;
- protective security management; and
- Government investigation

Further study pathways are also available for students undertaking training with Paragon, these include but are not limited to;

- Diploma level security, risk management and investigations
- University programs, bachelor degrees and masters in related fields

## **Enrolment**

Students wishing to enrol in a Paragon program must submit a fully completed course registration form and attend a pre-enrolment interview with one of our team. The course registration form can be downloaded from the website, however, will not be accepted electronically.

The Paragon Administration Team will send an email to you confirming your interview appointment time once you have made an enquiry.

The pre-enrolment interview is important for both the prospective student and Paragon as this process allows critical policies, processes and agreements to be made between the student and provider.

## **Facilitators, Trainers and Assessors**

Paragon's facilitators, trainers and assessors are selected for their professional and academic qualifications and their current industry experience. Trainer qualifications are guided by the qualifications that Paragon has on its Scope of Registration and the National Quality Council requirements for trainer and assessor competencies.

## **Rights and Responsibilities of Course Participants**

As a course participant at Paragon Corporate Training you have both rights and responsibilities. You have a right to:

- be treated fairly and with respect by other course members and staff
- learn in an environment free of discrimination and harassment

- learn in a supportive and safe environment
- study a program which meets current industry standards and accreditation requirements
- have your work assessed as promptly as possible and to receive feedback on your assessments
- have personal records kept private and made available only to authorised users
- appeal results and access the review process in accordance with PARAGON principles, and
- have qualifications already held recognised under the national recognition policy where appropriate.

To ensure all participants enjoy the above rights you also have a responsibility to:

- ensure that any work submitted is your own unless the product of group work, is free from plagiarized content and has not been produced by unfair means such as cheating or copying – please refer to the plagiarism policy within this document
- treat other course participants and staff with respect and fairness
- behave in a non-discriminatory, non-harassing manner to other participants and staff
- behave so as not to offend, embarrass or threaten others, and
- ensure you do not wilfully or negligently damage or remove any property.

If you are caught in breach of any of the above, actions taken could include the cancellation of enrolment without refund, being asked to leave the training venue, attending an interview or mediation.

The following step-by-step procedure for discipline will be applied.

1. **Step 1:** The Principal will start by contacting you to discuss the issue or behaviour and to determine how things might be fixed. This meeting and its outcomes will be documented, signed by all parties and included in your personal file.
2. **Step 2:** Where the issue or behaviour continues, you will be invited for a personal interview with the Principal to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included your personal file.
3. **Step 3:** Should the issue or behaviour continue, you will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be in your personal file.
4. **Step 4:** Should the issue or behaviour still continue, you will not be permitted to continue training with Paragon.

At any stage of this procedure you are able to access the Grievance Procedure to settle any disputes that may arise.

## Learning Environment

To ensure the safety and wellbeing of participants and staff, Paragon identifies and complies with relevant State and Territory laws including Commonwealth and State/Territory legislation with regard to:

- occupational health and safety
- workplace harassment, victimisation and bullying
- anti-discrimination, including equal opportunity, racial vilification, and disability discrimination, and
- vocational education and training.

Relevant legislation includes but is not limited to:

- Public Service Act 1999
- Privacy Act 1988
- Occupational Health and Safety Act 1985
- Anti Discrimination and Equal Opportunity Acts – State and Commonwealth
- The Vocational Education and Training Act

The Acts listed above and other Commonwealth legislation and regulations can be found at:

<http://www.comlaw.gov.au/>

## Plagiarism

Plagiarism is using the ideas, words or work of another person and presenting it as your own. It is an unacceptable practice. Paragon has a responsibility to ensure that participants clearly understand what plagiarism is. Participants have a responsibility to complete all assessment tasks honestly and without any form of plagiarism.

Paragon does not accept collusion in assignments and/or group assignments. Assignments or evidence submitted as part of the assessment by recognition must not be identical to any other participant's assignment (or evidence) or include significant portions of another participant's work.

Assignments that are considered to have breached the Paragon policy on plagiarism, when verified, will result in a Not Yet Competent outcome for the student and the person will be required to re-enrol in the program.

## Copyright

All materials provided to students are subject to Australian Copyright laws and may not be reproduced without permission of the Principal, Paragon Corporate Training.

## Assessment Methodology

Assessment is the general term to describe the process in which you demonstrate that you have met the learning outcomes and competencies of the qualification in which you have enrolled. At Paragon, qualifications can be undertaken through participation in training programs (courses) and completion of workplace projects and assignments or can be achieved wholly, or in part, through assessment by recognition (see recognition of prior learning in this handbook).

You will be provided with information about the purpose of the training program, learning outcomes, assessment requirements and due dates for assessment.

Assessment Methods may include you being required to:

- Demonstrate your skills
- Produce a piece of work
- Answer written and/or oral questions
- Participate in group discussions
- Develop a portfolio of work
- Make an oral presentations to your group
- Participate in a role play / solve a case study
- Submit post-course assignments
- Complete self-assessment checklists.

## Forms of Evidence

In general, basic forms of skills evidence include:

### (a) Direct performance evidence

- current or from an acceptable past period;
- extracted examples within the workplace;
- natural observation in the workplace; and
- simulations, including competency and skills tests, projects, assignments

### (b) Supplementary evidence, from:

- oral and written questioning;
- personal reports; and
- Witness testimony.
- Appropriate and valid forms of assessment utilised for both skills and knowledge may include:
  - Evaluation of direct products of work;
  - Natural observation;
  - Skill tests, simulations and projects;
  - Evaluation of underpinning knowledge and understanding;
  - Questioning and discussion; and
  - Evidence from prior achievement and activity.

Assessments should not be a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your



Assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.

It is in your long-term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way

### **Recognition of Prior Learning**

Recognition is an assessment process assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

It involves identifying, collecting and evaluating a portfolio of evidence that relates to work you have personally performed while working in a relevant industry environment. Your evidence must also be up-to-date and relevant to industry standards.

Fees apply for assessment by recognition of prior learning.

### **National Recognition / Credit Transfer**

Paragon recognises [Australian Qualification Framework \(AQF\)](#) qualifications and Statements of Attainment issued by other RTOs. If you have successfully completed national units of competency with another RTO which are included in your new course, you will be granted recognition. No fees apply to recognition by National Recognition, however, exemptions granted will not reduce the cost of your program, only the duration unless they are for stand-alone modules including First Aid and Self Defence.

### **Student Records**

All students will be entered onto our student management system 'PowerPRO RTO'. This is a secure database system designed specifically for administration of AQF awards by registered training organisations.

### **Privacy**

We will collect your personal information for the purposes of course administration, statistical analysis, government reporting regulations and the evaluation of our programs. Some course administration details may be disclosed to your employer for administration and statistical/monitoring purposes if they make a written request. Your information will not be used for any other purpose except as required or authorised

by or under law. Your information may be used to inform you about other Paragon courses or special offers. If you require any further information please contact our administration team at any stage.

As part of the enrolment process, Paragon collects data for the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). This ensures a nationally consistent standard for the collection and analysis of vocational education and training information throughout Australia. Registered Training Organisation need to collect information about who their students are, where they study and what they study. This information is stored in PowerPRO RTO - our AVETMISS compliant student management system.

In line with the Australian Quality Training Framework, your program and assessment results will be maintained through Paragon's administrative procedures. This information will be retained for a period of 30 years. You can access your results at any time through a written submission to our team. Except as stated above, none of your personal information will be released to a third party without your expressed written permission.

### **Attendance and Absences**

Classes usually commence at 9:00 AM and conclude by 4:00 PM unless you are otherwise advised by your trainer. Students are expected to be available during that time period. Students arriving late for class can disrupt training activities and assessments; late arrivals and early departures are strongly discouraged. Students that need to be absent from classes due to sickness or for work or family emergencies should advise a Paragon staff member or trainer as soon as practical. Where possible, mentoring and coaching will be provided or arrangements made for catch-up training on a subsequent course.

If you arrive late for class with no prior arrangement made, where possible your trainer will allow you to join the class at an appropriate time – however, this is at the discretion of the trainer and will be dependent on your individual circumstances and the tasks/activities that are currently being undertaken by the rest of your class.

### **Fees and Charges**

The tuition fees for each course program can be found on our website [www.paragontraining.com.au](http://www.paragontraining.com.au)

Students being sponsored by their agency or employer need to advise the invoice/billing arrangements and point of contact prior to enrolment. Awards will not be issued until fees have been settled.

### **Other Charges**

There are a number of charges that may be applicable in certain circumstances with Paragon. These are detailed below:

- Qualification/Statement of Attainment re-print fee: \$35.00
- Student file retrieval from archives: \$70.00
- Recognition of Prior Learning Application fee: \$250.00 (Non-refundable)
- Replacement resource fee: \$120.00
- Postage Fee: Dependent on location and item – will be guided by Australia Post.

### **Refunds**

Paragon will provide a student with a course refund (minus \$75 admin fee) in the event that they are unable to attend, so long as they provide written notice at least 72 hours prior to course commencement.

No refunds will be applicable between 72 hours prior to or after course commencement.

This refund policy does not include RPL – RPL application fee is non-refundable.

### **Payment Options**

Paragon recognises that not all participants are able to pay for their course in its entirety prior to commencement. As such, we require a minimum deposit amount of \$300 for any of our courses in order to supply the course resources for our students to commence. Course tuition fees can be paid off, if approved by a Paragon staff member and this arrangement needs to be made at the pre-enrolment interview. Students wishing to have a 'payment plan' with Paragon should advise us of their situation and circumstances for which we will consider approval of a payment plan during the pre-enrolment interview. This said, no award will be granted until full payment is received, even if this is after course completion.

### **Cancellation and Withdrawals Policy**

If you are unable to attend, we would welcome a substitute participant. An invoice will be issued to you upon enrolment to the program, and you will be liable for these course fees. So as to not incur the course fees, a written cancellation must therefore be received by the Paragon team no later than 48 hours prior to the course commencement. In the case of non-attendance due to illness, participants may reschedule to a later program at no charge but only if a medical certificate or testimonial from your employer is able to be provided. If Paragon Corporate Training cancels a course, participants will be offered a rescheduled course or a full refund. Paragon Corporate Training does reserve the right to cancel, postpone or reschedule a course and all affected participants will be advised in writing.

## **Feedback**

Paragon Training welcomes your comments and feedback on the quality and relevance of our services provided. Evaluation sheets are made available for you and you are encouraged to make notes during the program. Your feedback is important to us, so we can ensure the quality of our training programs. If you have any other comments you wish to make other than on the evaluation sheets, please email your comments directly to the Principal, Craig MacKellar on [craig@paragontraining.com.au](mailto:craig@paragontraining.com.au)

Providing quality training and assessment solutions is a priority for the Paragon. Your comments will be greatly appreciated.

## **Appeals and Complaints**

Appeals and Complaints are taken seriously by Paragon staff and every effort will be made to resolve identified problems in a timely manner. If you have a complaint, in the first instance you should speak to your trainer, who will endeavor to rectify the issue. If your issue concerns the trainer and you feel uncomfortable discussing your issue with them, contact another trainer or one of the administrative staff. If your complaint is unresolved at this level, please refer the issue to the Principal, Craig MacKellar.

Complaints can be handled verbally, or in writing with the Principal. Contact details are:

Telephone: 08 9227 5125  
Address: C4, 58 Newcastle Street  
Perth WA 6000  
Email: [craig@paragontraining.com.au](mailto:craig@paragontraining.com.au)

If after following this process your complaint remains unresolved, the Principal will provide advice to you about options for external review.

An academic appeal is a grievance about an assessment outcome. All our clients have the right to appeal assessment decisions. If you are not happy with the outcome of an assessment you should first approach your initial assessor and make sure that the reasons for being unsuccessful are understood. Once that has been done or you are still not sure why the assessment was unsuccessful, contact any other staff member to discuss the procedure for lodging the appeal.

An appeal can be lodged by a student should they feel the assessment has not been conducted according to the agreed assessment plan or that the assessment judgement has been wrong.

Appeals must be lodged in writing and the outcome of the resolution will be made in writing. The application for appeal should include:

- the student's name and contact details
- the assessor's name
- the date of the assessment activity in question
- the grounds on which the appeal is made
- the units of competency to which the assessment relates
- any other relevant details.

The appeal should be forwarded to the:

Principal, Craig MacKellar  
Paragon Corporate Training  
C4, 58 Newcastle Street  
Perth WA  
6000

Upon receipt of the appeal notification, the Principal will convene an Appeals Panel comprising the Principal, an administrative representative and another independent qualified assessor (either internal or external to the organisation). The Panel will meet, consider the application and make a decision as to the outcome of the appeal. The appellant will be informed of the decision in writing within 21 working days of the appeal being lodged by the applicant.

All appeals and complaints including their resolutions are reviewed at our team meetings and, if appropriate, will result in a continuous improvement or moderation activity.

### **Access and Equity**

We are committed to ensuring that we offer assessment opportunities to our students on an equal and fair basis including women who are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our

training programs. Any issues or questions regarding access and equity can be directed to the Principal, Paragon Training.

### **Language, Literacy and Numeracy Assistance**

Paragon does not have the expertise to conduct diagnostic assessment of each person's language, literacy and/or numeracy levels prior to each course. We ask anyone who believes that they have any learning difficulties to advise any of our staff during the pre-enrolment interview. Paragon will meet its obligation to ensure full support is offered to a person who identifies a learning need or is assessed by our trainers as having a learning need.

We aim at all times to provide a positive and rewarding learning experience for all students. Our enrolment form asks you to provide information regarding Language, Literacy and Numeracy (LLN) requirements or any other special learning needs. In the event of LLN becoming an issue, the Principal or nominated trainer will contact the Student to discuss their requirements.

Where language, literacy and numeracy competency is essential for your course, we require students to complete a literacy and numeracy activity. Students unable to complete the activity will be referred to an appropriate service. We will make every effort to ensure that you are adequately supported to enable completion of your training. Some examples of the type of support that we can offer include:

- **Literacy**
  - Providing you only essential writing tasks
  - Considering the use of group exercises.
  - Providing examples and models of completed tasks.
  - Ensuring that documents and forms are written and formatted in plain English.
  - Using clear headings, highlighting certain key words or phrases
  - Providing explanations of all technical terms used
- **Language**
  - Presenting information in small chunks and speaking clearly, concisely and not too quickly.
  - Giving clear instructions in a logical sequence.
  - Giving lots of practical examples
  - Encouraging you to ask questions.
  - Asking questions to ensure you understand.
- **Numeracy**
  - Asking you to identify in words, what the exact problem is and how you might solve it.
  - Showing you how to do the calculations through step by step instructions

- and through examples of completed calculations
- Helping you to work out what maths calculations and measurements
- Encouraging the use of calculators and demonstrating how to use them.

### **Flexible Delivery and Assessment Procedures / Reasonable Adjustments**

We recognise that not all participants learn in the same manner, and that with an amount of “reasonable adjustment” participants who may not learn best with traditional learning and assessment methods will still achieve good results.

PARAGON will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency. These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

PARAGON undertakes to assist participants achieve the required competency standards where it is within our ability. Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist. Any further questions can be referred to your trainer or the Director, PSTC.

### **Issue of AQF Awards**

Most programs at the PARAGON lead to a qualification level within the AQF and students are eligible to receive a nationally recognised award. Awards will be for either a full qualification (for example Certificate or Diploma) or a Statement of Attainment listing a number of units of competency. Awards will be issued after the successful completion of assessment activities, which may be some time after the face-to-face component of the course. It is the student's responsibility to return assessment workbooks to the PARAGON after completion of workplace assessment activities to allow recording of results and issue of awards.

Academic transcripts listing qualifications and units completed are available on request. The replacement of lost or damaged award certificates may be arranged after submission of a Statutory Declaration. Contact PARAGON for more information.

### **Qualification Completion – Time Limit**

Participants have twelve months from completion of the training delivery, to submit all assessment activities and complete all course assessment requirements for our courses.

Your completed assignment parts should be received by Paragon no later than the

submission dates. You can expect to be contacted during the assessments and be promptly advised of your results and feedback. Your results will be recorded in our student management database.

If you require an extension, assignment support or clarification of the assessment requirements, please discuss this with your trainer.

We are able to offer verbal support to clarify the assessment requirements however, If you are deemed not yet competent or not satisfactory in an assessment, you will be permitted to attempt the assessment for a second time. If you are still deemed to be unsatisfactory or not yet competent you will be advised and provided feedback at which point you may be asked to re-register for the course to undertake the learning component again and re-attempt the assessment items – re-enrolment .

### **Wheelchair Access or Other Mobility Disability Access**

When registering, please notify us of any mobility disabilities you have so that any venue access challenges can be addressed appropriately.

### **Emergency Information**

Procedures are in place to ensure your safety in the event of an evacuation. You will find emergency evacuation procedures at each of Paragons training venues. A briefing on safety and emergency procedures will also be given at the introduction to all courses or venues.

### **Reissuing of qualifications**

If in the future you need another copy of your certificate then please write to us. Qualifications or statements of attainment that are reissued attract a fee as detailed in the Fees and Charges section of this handbook.

The letter needs to be addressed to Paragon and contain:

- (a) Your name (if your name has changed please write both your new name and your name at the time of the course);
- (b) Your date of birth;
- (c) Your current address (and your address at the time of the course if you remember it);
- (d) The course you completed;
- (e) When that course started and finished; and
- (f) Any other detail you can give to identify yourself.
- (g) Payment arrangements

We will review your request and either:



- (a) Send a new Certificate or Statement of Attainment; or
- (b) Send a letter explaining why we cannot re-issue your qualification at this time and what you need to do from here.

Thank you for choosing to study with PARAGON. If you would like any further information please do not hesitate to contact us, we hope you enjoy your training.

*Thank you, The Paragon Team.*