



PARTICIPANT HANDBOOK



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WELCOME

The Chief Executive Officer, Course Co-ordinators and Trainers would like to welcome you to Beltin Group.

Beltin Group is a Registered Training Organisation (RTO) that delivers nationally recognised Vocational Education and Training (VET). Beltin Group complies with NSW Legislative and Regulatory requirements and with the Australian Quality Training Framework (AQTF).

Beltin Group delivers specialist services, products and training to help organisations and the individuals working within them to prevent, respond and detect risk in whatever form it may take.

Our organisation is able to deliver a range of accredited and non-accredited training and assessment services. Core training areas include: Threat Prevention Training for individual or corporate clients whose professions may take them into "areas of conflict" including; Non Government Organisations, Journalists, Medical Personnel, Business Professionals, Project Managers and Financiers.

Beltin Group offers the following qualifications from Nationally Recognised Training Packages:

- Certificate III in Investigative Services – PRS30303
- Certificate IV in Security and Risk Management - PRS40103
- Diploma in Security and Risk Management - PRS50103

Beltin Group is committed to its mutual recognition obligation between NSW and other states in recognising the AQF qualifications and Statements of Attainment issued by any other RTO. In doing so will issue the relevant certificate when a student has achieved the necessary Units of Competency required at each level to achieve the appropriate qualification. (supporting documentary evidence must be provided for recording purposes)

Beltin Group's Code of Practice articulates the intention of Beltin Group to fully address the standards of the Australian Quality Training Framework (AQTF) for Registered Training Organisations (RTOs), with the aim of ensuring quality in the delivery of training and assessment services.

We invite you to look at our website www.beltingroup.com for updates on our range of activities, or contact us using the contact details below if there is anything more you need to know.

CONTACT INFORMATION

Beltin Group Pty Ltd
PO Box 772
Caringbah NSW 1495
Phone: (02) 9544 4480
Fax: (02) 9544 4481
e-mail: enquiries@beltingroup.com
www.beltingroup.com

PROGRAM INFORMATION

Information about individual programs is provided on our website: www.beltingroup.com. Just select hot link “Training & Development” and navigate through the options available. This includes but is not limited to:

- Student selection, enrolment and induction/orientation procedures
- Course information, including content and vocational outcomes
- Fees and charges, including our refund policy
- Flexible learning and assessment procedures

HOW TO APPLY

If you have not been sent an application with this handbook, you can request a student application pack by contacting our office (refer page 4 for contact details) or via our website: www.beltingroup.com. Once your application has been approved and your Recognition of Prior learning (RPL) application (if applicable) processed, you will be sent an offer for enrolment into the program and an invoice for program fees.

Upon enrolment you are ready to commence study and the relevant course program, teaching and assessment materials will be sent to you.

- Student selection, enrolment and induction/orientation procedures
- Course information, including content and vocational outcomes
- Fees and charges, including our refund policy
- Flexible learning and assessment procedures
- Names and contact details of teaching and assessment

FEES AND REFUND POLICY

Beltin Group’s finance policies have been developed and managed in accordance with standard accounting and financial management principles. These principles serve the purpose of ensuring Beltin Group is always in the position to provide students with the training and assessment services that they pay for, and that the fees paid by students are protected. Our draw down systems and refund policy will protect student fees paid in advance.

Beltin is committed to a fair refund policy that returns students fees where there is reasonable reason and notice provided. Beltin’s Refund Policy (*and exemptions where applicable*) can be downloaded from our website: www.beltingroup.com. This policy clearly explains the steps required for any refund requests.

Students may appeal by stating any special circumstance, which they may feel entitle them to a full or partial refund. Appeals must be in writing and contain full documentation supporting the claim.

ACCESS AND EQUITY

Beltin Group is committed to access and equity principles and processes in the delivery of its services. Beltin staff adhere to developed processes and procedures that provide non-discriminatory training opportunities for all members of the community. In accordance with this principle Beltin staff will provide timely and appropriate information, advice and support services which assist clients to identify and achieve their desired outcomes. Beltin's Access and Equity in Training Services Policy can be downloaded from our website: www.beltingroup.com.

SUPPORT SERVICES

Beltin Group provide the following support services to all enrolled participants:

- Recognition of current competency as assessment of prior learning (RPL)
- Flexible learning options
- Counselling
- Disability support
- Student Equity
- Website information

Access to these services is arranged through the relevant program coordinator, our web site or email: enquiries@beltingroup.com.

LITERACY AND NUMERACY ASSESSMENT

If you feel that you may need extra support please contact your program coordinator who will arrange for an assessment to be carried out before you start your course of studies, so that an individual learning plan can be tailored for you. This service also is available at any point during your studies.

ON-LINE SUPPORT

Your student application pack will contain details of the on-line support offered in your program. On-line focus groups is available on the Beltin Training web site to assist you in using the on-line services.

FACILITIES AND EQUIPMENT

Beltin Group provides:

- Modern well equipped training rooms
- A safe and conducive learning environment
- All necessary materials for study
- A variety of teaching and learning strategies
- Qualified, dedicated staff

BELTIN GROUP CODE OF PRACTICE

Beltin Group's Code of Practice (TPN 1) is available in pdf format and can be downloaded from our website: www.beltingroup.com. Detailed policies and procedures relating to the operations of Beltin Group, the competence of its staff, and its training and delivery methods are contained in Beltin Group's Training Policy and Procedures Manual. Your course co-ordinator/trainer has access to this manual should you require further details of any of the policies or procedures.

LEGISLATION AND REGULATION INFORMATION

As an RTO Beltin Group must comply with all relevant Commonwealth and State legislation. Accordingly, Beltin staff and course participants need to be aware of our relevant policies, which can be electronically accessed or hard copy format – Reference: Course Co-ordinator.

These include but is not limited to:

- Equal Employment Opportunities (EEO); Harassment; Occupational, Health & Safety (OH&S); Privacy and Confidentiality

Additionally, you can access information directly from Beltin Group's web site via the Links page in relation to Vocational Educational and Training (VET) Commonwealth and State legislation, including the VET Accreditation Act 1990, this information can be accessed at:

- Access to the Australian Legal Information Institute we site (www.austlii.edu.au)
- Access to training .com.(www.training.com.au).

The following covers other areas of interest to course participants.

EXPECTATIONS

Expectations you and other trainees may have of us include:

1. A supportive, harmonious and positive learning environment of which you are a valued member irrespective of your gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
2. Easy access to timely and accurate information about our regulations, policies and procedures and self-assurance that we will apply them appropriately and fairly to you
3. Gain access to unambiguous information about training and assessment.
4. Obtain quality training, that has fair, valid and flexible assessment, which takes account of your learning needs and work context.
5. Prompt feedback on your learning and competence. Additional assistance when you are experiencing difficulties with your training.
6. Recognition of your intellectual property rights regarding the work you produce with us.
7. A range of services available to support you (if required) while you are completing your course of study with us.
8. Respect for your privacy and confidentiality.
9. Prompt and caring resolution of your concerns, appeals, grievances and complaints using procedures that are accessible, fair and transparent.
10. Adequate, well-designed, functional, clean and safe facilities; including on-line facilities.
11. Opportunities to provide feedback regarding our services and products.

EXPECTATIONS THAT WE AND OTHER PARTICIPANTS MAY HAVE OF YOU INCLUDE:

1. Contribution to the harmonious and positive learning environment regardless of others' gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
2. Awareness and compliance with our rules, regulations, policies and procedures.
3. Honesty in your work including not cheating, falsifying or conducting yourself in a way that injures others or your studies.
4. Commitment to active participation in the learning/assessment process
5. Monitoring your own progress throughout your training and seeking advice from us when you are experiencing difficulties.
6. Recognition of the intellectual property rights over the work that others produce individually or in partnership with you.

7. Providing verbal and written feedback for the improvement of the training, learning and assessment environment.
8. Respect for other participants' and staff members' right to privacy and confidentiality.
9. Willingness to resolve disputes, appeals, grievances and complaints honestly and openly by participating in appeals, grievance and complaints procedures.
10. Utilisation of the facilities and resources we provide to you in accordance with their function and the conditions for their use.
11. Respect for other participant's/student's and staff members' rights to privacy and confidentiality.



FLEXIBLE LEARNING STRATEGIES & ASSESSMENT INFORMATION

Flexible learning and assessment procedures form part of our learning and assessment strategies. All our courses have been designed to provide participants with a mix of classroom/workshops and distance mode deliver. Where possible, we customise our training/assessments to meet the specific needs of our participants, which ensures flexible assessment processes.

About Distance Learning

What is distance learning?

People learn in different ways. Some learn by doing, others by researching and making mistakes. Distance learning allows a student to learn from a facilitation of learning rather than being in a classroom listening to a trainer transferring their knowledge by seminar type of methodology.

How can this benefit me?

Learning by distance mode gives you the flexibility to manage your time between family, business and study. You can learn at the beach, at home, on weekends, anywhere any time?

What support do I get for my learning in distanced mode?

Once enrolled, you are provided with a dedicated trainer who will contact you to introduce themselves to you. Your dedicated trainer will be your guide and facilitator through your course. You will have access to the trainer whenever you need assistance. Your trainer can be accessed by:

- Telephone
- Email
- Dedicated Forum conference calls can be scheduled.
- In person by attending workshops

Your trainer can be accessed at a time that suits you.

Who else does distance learning?

Distance learning has become very popular recently and is facilitated by Australian universities, TAFE colleges and private training organisations.

Assessment Process

Beltin Group has developed an Assessment System to meet the requirements of Core Standards the Australian Quality Training Framework (AQTF) for Registered Training Organisations (RTOs). All on-site training must adhere to the Assessment requirements for training and assessment activities conducted through any mode of delivery.

Assessment is a fundamental part of competency based training. It provides the important function of leading both the trainer and the trainee through the training process towards the goal of achieving competency.

1. All Assessment Services provided by Beltin Group will be undertaken by Qualified Assessors, as stipulated in the relevant Training Package Assessment Guidelines or Curriculum document.
2. Assessment for the scope of our registration will be conducted against National Competency Standards.
3. Assessment will be conducted in accordance with the Training Package Assessment Guidelines.
4. Assessment Plans will be developed and available for all Training and Assessment activities within our scope of registration.
5. All Assessment Tasks delivered by Beltin Group staff must be valid, reliable, flexible, fair, authentic and current.
6. Assessment tools and processes will be monitored to ensure appropriateness and consistency.
7. All on-site training consultants must complete and file Assessment Records for each participant.
8. All participants will have the right to appeal an assessment result and request re-assessment.
9. A fee may be requested for any re-assessments required after the completion of the training program. (Negotiations will be required with the Course Co-Coordinator).

Recognition of Prior Learning (RPL)

In competency-based training, you are not expected to repeat training for competencies, which you already possess. In accordance with national VET policy, RPL will be available to you when you enroll in a Beltin Group qualification. Procedures and fees will be clearly explained in the course information booklet. Please note that RPL will not be granted for partial units of competency. RPL will be granted only where sufficient evidence is provided of competence for an entire Unit of Competency. Should you wish to apply for RPL please complete our Application Form for RPL (refer page 19) and arrange an RPL interview with your Course Co-ordinator.

Credit Transfer

If you have completed a unit of competence from the current version of the appropriate Training Package, you will receive credit transfer into your qualification. You will need to provide the original of your statement of attainment or certificate from the Registered Training Organisation (RTO) that provided you with the training and/or assessment. This process is known as Mutual Recognition, and other RTOs will also recognise.

APPEALS

Course participants have the right to appeal against assessment decisions (including RPL assessment decisions). Most courses will allow participants three attempts at an assessment task (your course information booklet will inform you about processes) and at any stage you may invoke the assessment appeals process (refer below)

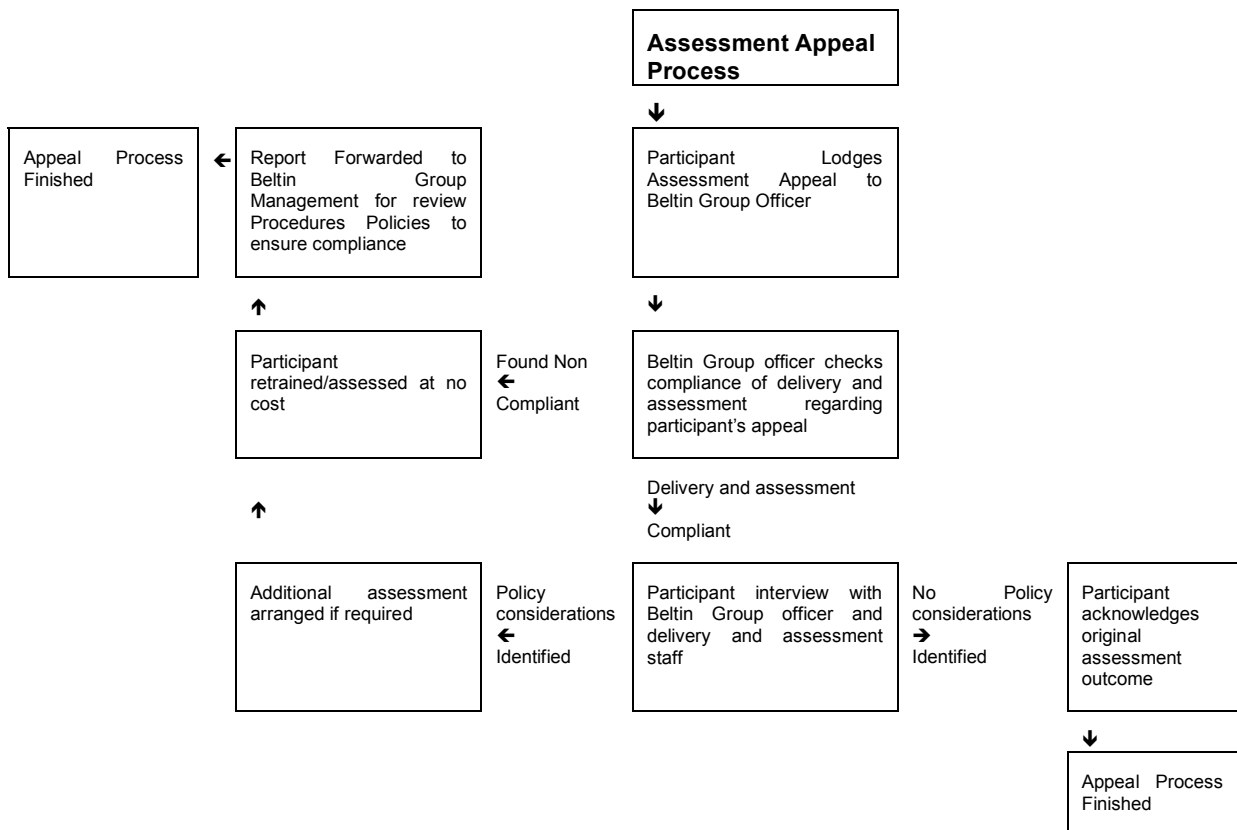
Special Provisions for Participants with Disabilities

If you have special needs with relation to assessment because of a disability you should ask your trainer and assessor who will make special arrangements so long as the assessment remains valid.

Assessment Appeal Procedures

Beltin Group is committed to providing a fair and equitable assessment system in accordance with AQTF Standards. For this reason an internal appeal process has been established for participants who wish to challenge the results of an assessment event. If the participants are still unhappy with the results of the appeal process Beltin Group staff will advise them of their rights to further assistance.

Should a trainee wish to lodge an assessment appeal then the following process will be followed.



Confidentiality

Beltin Group regards assessment as a confidential issue. No person involved in the process shall divulge to any unauthorised person any information about results in any assessments.

GRIEVANCE PROCEDURES

In accordance with the Australian Quality Training Framework (AQTF) Standards for Registered Training Organisations (RTOs), Beltin Group has a fair and equitable policy for dealing with grievances or complaints from participants of Training and Assessment Activities. Beltin Group will encourage the parties to approach a grievance with an open view and will attempt to resolve problems through discussion and conciliation. Where a grievance cannot be resolved Beltin Group acknowledges the need for an appropriate independent agent to mediate between the parties.

Participants who are not satisfied with the quality of training provided by Beltin Group should lodge their complaint **directly with Beltin Group** in the first instance. Participants who are unable to resolve a complaint should contact VETAB – (02) 9244 5335 or complete an Online enquiry on the following website: www.vetab.nsw.gov.au or contact the National Training Complaints Hotline on 1800 000 674 or NationalComplaintsHotline@dest.gov.au.

Confidentiality

Only the people directly involved in the grievance/complaint, or in sorting it out, have access to information about the grievance/complaint. No participant details will be disclosed to a third party without the written consent of the participant.

Impartiality (fairness)

All parties involved get a chance to explain their side of the situation. No assumptions are made or actions taken until all relevant information has been collected. All parties have access to support if they want or need it.

Freedom from Unfair Repercussions or Victimisation

Beltin Group does not accept victimisation of anyone who lodges a grievance/complaint or of those helping to resolve it. Victimisation will be subject to disciplinary procedures.

Grievances/Complaints are Sorted Out with a Minimum of Fuss

The procedures aim to enable grievances/complaints to be sorted out at the lowest level possible with the minimum of fuss. In many cases, grievances and complaints can be resolved by agreement between the people involved with no need for formal action.

Timeliness

Grievances/complaints will be dealt with as quickly as possible.

Sensitivity

All staff involved in grievances/complaints will treat all grievances/complaints sensitively.

Should a participant wish to lodge a grievance or complaint then the following process will be followed:

1. Participants must be provided with information which details the process for dealing with complaints.

2. Participants should be encouraged to complete a participant evaluation survey which will include records of any concerns regarding service delivery.
3. Participants are encouraged to take the complaint to the staff member/trainer concerned.
4. If no resolution is achieved then they are to request an interview with the Course Coordinator and/or Beltin's Human Resource Dept. It is at this point that the complaint becomes an official grievance and details should be recorded.
5. Participants **are given a written statement of the appeal outcome, including the reasons for the decision.**
6. If no resolution is achieved at this level the grievance should be referred to the Chief Executive Officer. If no resolution can be achieved at this level the participant should be advised of the appropriate external body where they can access further assistance.
7. Official grievances should be recorded on the appropriate form available with orientation documents or relevant Trainer:
 - a Date.
 - b Nature of grievance.
 - c Name of Staff Member/Trainer who handled the grievance.
 - d Action Taken.
8. A participant with literacy difficulties can request assistance from another person to complete the complaints form.
9. All grievances must be handled professionally and confidentially in order to achieve a speedy resolution.

At any point in this process mediation can be arranged if agreed to by the parties involved.

Who else can help?

At any time during the grievance/complaint process participants have the right to contact the following external agencies for advice or help, or if unhappy with the way the grievance/complaint has been resolved.

NSW Anti-Discrimination Board

Stockland House
 Level 4, 175-183 Castlereagh Street
 Sydney NSW 2000
 Telephone: (02) 9268 5555
 Enquiry & Employers Advisory: (02) 9268 5544
 Fax: (02) 9268 5500
 TTY: (02) 9268 5522
 Toll free: 1800 670 812 (within NSW only)
 Web: <http://www.lawlink.nsw.gov.au/adb>

Human Rights and Equal Opportunity Commission

Piccadilly Tower
 Level 8, 133 Castlereagh Street
 Sydney NSW 2000
 Telephone: (02) 9284 9600
 Complaints Infoline: 1300 656 419
 Fax: (02) 9284 9611
 TTY: 1800 620 241
 Toll Free: 1800 670 812 (within NSW only)
 Web: <http://www.hreoc.gov.au>

DISCIPLINARY PROCEDURE

If a trainer has reason to believe that a participant has engaged in training misconduct, the program coordinator will be notified and will investigate the matter. Investigations will take place within fourteen days of the notification. A recommendation will be made to the Chief Executive Officer, Beltin Group, with a copy to the participant. Where the investigation concludes that academic misconduct has taken place, the participant may respond in writing within fourteen days. The final determination of Chief Executive Officer, Beltin Group, may include one of the following options:

- No action is taken against the participant.
- The participant is judged not competent in the units concerned but may be allowed to re-enrol in the unit or appropriate section of the program.
- The participant is excluded from Beltin Group and his or her enrolment cancelled with no refund of fees.

The participant general misconduct procedure applies to other instances of misconduct such as impairing the right of other participant to pursue their studies, wilfully damaging Beltin Group property, misusing electronic facilities, harassment of other participant or staff, or breaching legislative requirements.

If a staff member has reason to believe that a participant has engaged in general misconduct, the program coordinator for that participant will investigate the matter. Investigations will take place fourteen days of the notification. A recommendation will be made to the Chief Executive Officer, Beltin Group, with a copy to the participant.

Where the investigation concludes that general misconduct has taken place, the participant may respond in writing within fourteen days. The final determination of the Chief Executive Officer, Beltin Group, may include one of the following options:

- No action is taken against the participant.
- The participant is barred from electronic access to Beltin Group or to certain components of electronic access.
- The participant is suspended from the program for a period of time or permanently.
- The participant is required to pay for any damage or any work needing to be done on electronic systems.

GENERAL INFORMATION

Hours of Operation

Beltin Group office hours are Monday to Friday 9.00am to 5.00pm Training courses may be held outside of these hours.

Please treat all equipment with care, and report any damages/faults to the on-site trainer/administrator. Leave your on-site workstation tidy, replace all resources and turn off equipment (if applicable).

Beltin Group will ensure all on-site training facilities provide access to First Aid and a safe working environment according to current OHS standards.

Please notify the Trainer of any changes of personal details.

Other Services

Participants accessing Training and Assessment Services within Beltin Group are able to access a range of fee for service opportunities upon request to the Trainer/Coordinator. This will include the following:

1. Career Pathway Counselling
2. Mediation Counselling

Our Mission

Beltin Group aims to provide specialist services, products and training to help organizations and the individuals working within them to prevent, detect and respond to risk in order to establish and maintain a safe and secure business environment.

We do this through: -

- Training Services. Through training development Beltin ensures a process of client needs analysis, Training Package development; including civil accreditation, recognised competency assessment and qualification.
- Consultancy. Client loss prevention and risk management services are an integral part of the Beltin Group mindset. As a leader in professional and specialised mitigation programs and risk management education, Beltin Group has long recognised that practical contingency planning and management of liability exposure should represent an inherent part of any business or organisational planning.
- Operational Risk. The threat to business and the individual is real. Beltin provides the preparation and engagement of protective services, emergency management and extraction planning for your staff and individuals. We offer a unique range of specialist services including:
 - Threat assessment
 - Evacuation and emergency response
 - Personal protection
 - Extraction of persons from hostile environments
 - Incident investigation

- Products & Equipment. As a value add to our consultancy services we offer treatment of risk by providing the latest and most effective safety and security equipment to business and individuals.
- Knowledge Centre. The workforce is becoming more atomised with the effect of networked technology. Beltin has developed the knowledge centre as a tool to benefit all users. Relationships and resources are required to aggregate information, to extend the sources and types of information available. Analysed information that is the result of lessons learned benefit those that follow

