



Australian Academic  
Solutions

---

**Student  
Information  
Handbook**

---

# Table of Contents

	<b>Page</b>
<b>General Information</b>	
Welcome _____	3
Our Mission Statement and Vision _____	3
Our Contact Details _____	3
Our Scope of Registration _____	4
Student Attendance and Behaviour _____	4
Complaints and Appeals _____	5
Access, Equity and Anti-discrimination Commitment _____	5
Occupational Health and Safety _____	6
Privacy and Personal Information _____	6
Access to Student Records _____	6
Student Support Services _____	7
Language, Literacy and Numeracy _____	7-8
Academic Misconduct _____	9
<b>Planning for training</b>	
Competency-Based Training and Assessment Process _____	10
Recognition of Prior Learning (RPL) and Credit Transfer _____	10
Training Evaluation _____	11
<b>Course information</b>	
Enrolment Process _____	11
<b>Unique Student Identifier (USI)</b>	
Unique Student Identifier information _____	11
<b>Fees, Charges and Refunds</b>	
Refunds due to non-delivery of course by RTO _____	12
Refunds based upon student application _____	12
Extenuating circumstances _____	13
Withdrawal after course commencement _____	13
Claiming a Refund _____	13
Appealing Refund decisions _____	13
<b>Issuing of Qualifications</b>	
Issuing of Qualifications _____	14
Issuing of Qualifications on withdrawal, cancellation or transfer _____	14
Re-assessment Fee _____	14
<b>Licensing and Regulation Division (LRD)</b>	
<b>- Security Industry Training requirements</b>	
Eligibility for a private security licence _____	15-17
<b>Appendix A – Privacy &amp; Personal Information Statement</b> _____	18-19
<b>Appendix B – Complaints &amp; Appeals Policy &amp; Procedure</b> _____	21-24
<b>AAS Course - Tuition Fees</b> _____	25
<b>Additional Fees and Charges</b> _____	25
<b>The Victorian Charter of Human Rights and Responsibilities</b> _____	26-27

## Welcome

Welcome to Australian Academic Solutions!

Australian Academic Solutions is a Recognised Training Organisation (RTO), delivering Nationally Accredited, specialised industry training for people considering employment within the Security and Risk Management Industry.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes at a comfortable level to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Student Information Handbook is to introduce you to the services available to you at our College.

All Trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

## Our Mission Statement

Australian Academic Solutions is a Victorian based registered training organisation specialising in security training. We believe that sharing relevant and up to date security knowledge and skills enables our students to work in the industry of their choice, thereby contributing to a better trained workforce in Australia.

## Our Vision

Our vision is to provide high quality training and assessment services with the intent of issuing competent learners with nationally recognised qualifications and/or statements of attainment. The product will be affordably priced, irrelevant of location, and delivered by the most experienced and reputable trainers in the industry.

## Contact Details

### Head office address:

27A Lacoora Ave  
Clifton Springs, Victoria 3222

**Telephone:** 03 5253 1561

**Mobile of CEO - Russell Harrison:** 0422 928 373

## Our Scope of Registration

Australian Academic Solutions has the following nationally accredited courses on its Scope of Registration:

Qualifications:

- CPP20212 Certificate II in Security Operations (Crowd Control & Unarmed Guard)
- CPP20212 Certificate II in Security Operations (Control Room Operator)
- CPP30411 Certificate III in Security Operations
- CPP30411 Certificate III in Security Operations (Armed Guard and Cash-in-Transit)
- CPP30411 Certificate III in Security Operations (Bodyguard)
- CPP30607 Certificate III in Investigative Services
- CPP40707 Certificate IV in Security and Risk Management

Units of competency:

- CPPSEC3014A Control persons using batons
- CPPSEC3015A Restrain persons using handcuffs
- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID003 Provide first aid
- HLTAID004 Provide an emergency first aid response in an education and care setting
- HLTAID006 Provide advanced first aid
- HLTAID007 Provide advanced resuscitation
- HLTAID 008 Manage first aid services and resources

We acknowledge the importance of adult learning principles in the delivery of effective vocational training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

The purpose of this Student Information Handbook is to ensure - you as a student, has access to all the information you will need. If at any point throughout your course you require assistance or support please discuss these needs with Australian Academic Solutions staff by calling (03) 5253 1561.

## Student Attendance and Behaviour

Students are required to follow all Australian Academic Solutions rules and instructions from staff representing the organisation, act in a non-discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled courses/classes is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students are responsible for notifying Australian Academic Solutions if they are unable to attend a training session for whatever reason.

Students are also required to adhere to Australian Academic Solutions academic rules and regulations. If a student is found to have acted in a way that the College deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment.

Students must behave/communicate in a manner appropriate that isn't derogatory, insulting or offensive. Any inappropriate communication will not be tolerated and your course may be suspended or cancelled.

## Complaints and Appeals

Students have access to Australian Academic Solutions' complaints and appeals process. The complaints and appeals policy and procedure ensures that fair and equitable processes are implemented for any complaints or appeals against Australian Academic Solutions .

Students are able to submit a formal complaint to Australian Academic Solutions relating to any concern they may have (such as academic or attendance record decisions, should they feel a person has acted inappropriately or treated someone unfairly, etc). All complaints are handled with confidence and are reviewed by the CEO.

A student may also appeal a decision made by Australian Academic Solutions in regards to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form (Complaints and Appeals Form). Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

All students have access to the complaints and appeals policy and procedure and a copy can be produced by the Student Administration Department at any time upon request.

*Refer to:*

Appendix B – Complaints and Appeals Policy & Procedure – at end of Student Information Handbook.

## Access, Equity and Anti-discrimination Commitment

All Australian Academic Solutions staff will adhere to the principles and practices of access and equity in education and training; they will treat every student fairly and without discrimination. Australian Academic Solutions has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals policy).

Australian Academic Solutions acknowledges its legal obligations under State and Federal equal opportunity law, including:

- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Racial Discrimination Act, 1975 (Cth)
- Sex Discrimination Act, 1984 (Cth)
- Disability Discrimination Act, 1992 (Cth)
- Work Place Gender Equality Act 2012 (Cth)
- Fair Work Act 2009 (Cth)
- The Equal Opportunity Act, 1995 (Victoria)

*All legislation can be accessed at: [www.comlaw.gov.au](http://www.comlaw.gov.au)*

Australian Academic Solutions fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all participants regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment or political convictions.

All College staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

As part of your training and assessment, you have the right to be treated fairly. If you believe you have been treated unfairly by a College Representative, please contact the CEO, on (03) 5253 1561.

## Occupational Health and Safety

Australian Academic Solutions complies with all relevant Occupational Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to participants in the classroom and learning environment. Where possible, the trainers will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students, or employees. This means students must follow all safety rules, procedures and the instructions of their trainer while in attendance at College premises.

## Privacy and Personal Information

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the Department of Industry, Innovation, Science Research and Tertiary Education and, Government Contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

All personal information collected by the Department of Industry, Innovation (the Department) is protected by the Privacy Act 1988 (Privacy Act).

The Department helps the Australian Government achieve its overall objective of quality educational, employment and training outcomes for all Australians through:

- efficient national program management;
- effective working relationships with state and territory governments, education departments, non-government education, science and training authorities, Indigenous education service providers, industry, community groups and other stakeholders;
- auditing, research and analysis in order to maintain, protect and improve our services; and
- policy advice and other support to the Minister.

Generally, the Department collects personal information in order to properly and efficiently carry out its functions (including those listed above), and only uses personal information for the purposes for which it was given to the Department and for directly related purposes (unless otherwise required by or authorised under law).

*Refer to:* Appendix A - Privacy Statement at end of this Student Information Handbook.

## Access to Student Records

Students may access their personal records held by Australian Academic Solutions at any time. Students may contact student administration to discuss a suitable time to view their file and access will only be granted once a student can confirm their identification. Student Access to the file will be granted within 2 days of confirming the student's identification.

You must promptly notify Australian Academic Solutions of any change of name, address or contact details. The accuracy of these details is important as they will be used to issue your statement of attainment if eligible.

## Student Support Services

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at the College will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved. If you have specific learning needs or have any difficulties that may be interfering with your studies you need to inform your allocated trainer/assessor immediately to arrange a suitable training plan.

Australian Academic Solutions Pty Ltd believe that every individual should have the opportunity to advance through learning. To ensure our students meet their full potential during their studies our training will endeavour to support our students whilst undertaking this course. This means working with you to identify the learning styles that suit you best so you can achieve each unit.

Learners will be encouraged to identify their own learning needs and objectives and preferred strategies and schedule and exercise the maximum possible control over selection of learning materials, learning strategies and timing and type of assessment given the constraints of the course requirements.

To enable learners to monitor and control their own learning, they will be given;

1. Detailed information regarding learning objectives and clear explanations as to how successful achievement is to be recognised;
2. Learning materials and activities that cater for a range of needs (including differences in educational backgrounds, life experiences, facility with English, numeracy, gender, culture, age, location and disability);
3. Frequent, clear and objective feedback as to progress;
4. Time and opportunities to correct misunderstandings and to practice partially mastered skills.

### Student Support Officer

Students can access the student support officer directly or via student administrations and an appointment will be organised as soon as practical.

Currently the role and responsibility this 'Student Support Officer' is maintained by the person's detailed below:

Name: Russell Harrison      Telephone: (03) 5253 1561  
Email: rharrison@aussolutions.com.au

## Language Literacy and Numeracy

Australian Academic Solutions recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary. You must have a good understanding of the English language as course material is only available in English. You must be able to read, write and interpret documents as you will be required to complete assessment tasks such as short/long answer questions and the ability to complete forms – such as 'incident forms' and related forms.

As part of the enrolment process, the student will need to complete a language, literacy and numeracy (LLN) exercise which will be used to assess the LLN ability of the student. Some students may be referred on for special help as required.

We encourage students with Language Literacy or Numeracy concerns to undertake LLN training. A range of support services can be provided for the student upon request. Please contact the Student Support Officer who can refer you to some Language, Literacy and Numeracy Programmes available to you through the government agencies.

*If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer.*

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

### **Skills for Education and Employment (SEE)**

The Skills for Education and Employment (SEE) programme provides language, literacy and numeracy training to eligible job seekers to enable them to participate more effectively in training or in the labour force.

### **What kind of training is offered through the SEE programme?**

You can get up to 800 hours of free accredited training, starting at your own level and working at your own pace. Training is delivered flexibly through full-time or part-time hours, via face-to-face or distance training which allows you to still look for work or care for your family. A work experience component can also be included in some cases.

### **Who is eligible?**

You are eligible for the Skills for Education and Employment programme if you:

- are 15 to 64 years old
- are registered as a job seeker with Centrelink
- are not a full-time student
- meet the rules on visa status and benefits.

### **Where can you do training?**

There are training organisations all around Australia that provide Skills for Education and Employment training. They are called 'providers'. Providers consist of community organisations, public training providers, such as technical colleges, private providers and universities.

Go to this webpage for further information:

<http://www.industry.gov.au/skills/ProgrammesandAssistance/SEE/Pages/dESIult.aspx>

### **Reading Writing Hotline**

The Reading Writing Hotline (the hotline) provides a national service for adults seeking English language, literacy and numeracy information, advice and support. The hotline provides information on:

- adult reading, writing and numeracy classes held locally across Australia or via correspondence
- becoming a literacy volunteer
- adult language, literacy and numeracy teaching and learning resources
- Commonwealth-funded programs for Centrelink clients
- Commonwealth-funded English as a second language programs for migrants
- literacy and numeracy in the workplace for employers.

Further information is available at the Reading Writing Hotline website or phone

**1300 655 506.** <http://www.readingwritinghotline.edu.au/>



## Academic Misconduct

Students at Australian Academic Solutions are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct and clarify the consequences of plagiarism and/or cheating.

### **Definitions:**

#### **Plagiarism:**

It is the act of presenting another persons' work as your own, and failing to acknowledging that the thought, ideas or writings are of another person.

Specifically it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- other students' work is copied or partly copied;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;

#### **Cheating:**

To act dishonestly or unfairly in connection to an assessment conducted by the RTO.

Academic misconduct is considered a serious offence at Australian Academic Solutions . For students who have been deemed to intentionally plagiarize/ cheat, it may result in being suspended, or permanently removed from the course.

To avoid plagiarism and/ or cheating and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.

If the student does not agree with the RTO's decision, then they are able access the Complaints and Appeals Policy and Procedure.

All students have access to the Academic Misconduct Policy and Procedure and a copy can be produced by the Student Administration Department at any time upon request.

## Planning for training

### Competency-Based Training and Assessment Process

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work based, online, distance learning) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

Where a student has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they will be allowed to re-sit the test/or have a re-assessment. If they are deemed NYC for a second and third time they are to re-enrol into that unit/ subject. This will include re-training and therefore a re-enrolment fee for the unit in question. Refer to Re-assessment Fees further on.

### Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment. Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by Australian Academic Solutions .

To apply for a Credit Transfer, students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Course participants applying for RPL must provide evidence to the satisfaction of the College. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge. Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all participants upon request.

Refer to: Australian Academic Solutions - Tuition Fees on further on

## Training Evaluation

Australian Academic Solutions fully appreciates and acts accordingly to any feedback that you give us. A feedback form will be forwarded to you on completion of your training course. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

## Course information

Prior to enrolment, we will provide all participants with course information, including content and vocational outcomes.

For further course details, entry requirements, tuition fees, and related information or go to our website <http://www.aussolutions.com.au>

## Enrolment Process

The enrolment process is completed by following the steps outlined below:

- Participants will be required to fill in a Australian Academic Solutions - Student Enrolment Form when signing up to start a course. Fees are to be paid in full at the start of any new course or by alternative arrangements made only with Australian Academic Solutions CEO.
- 
- Students must bring at least one form of Photo Identification that will need to be sighted on Enrolment. Cancellations of fees apply in some circumstances where students fail to notify Australian Academic Solutions of withdrawing from a course. (See Fees and Refunds information further on and also on the Student Enrolment Form).

*Please Note: The information collected on the Student Enrolment Form is used for administrative and statistical purposes and will remain confidential.*

## Unique Student Identifier (USI) - What is a USI?

If you're studying nationally recognised training in Australia from 1<sup>st</sup> January 2015, you will be required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

You can access your USI account online from your computer, tablet or smart phone anytime.

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

*Please note: A USI must be supplied to Australian Academic Solutions prior to us being able to issue a Nationally Recognised Qualification or Statement of Attainment*

## Fees, Charges and Refunds

For up to date information relating to course dates and fee schedules please refer to our website for the latest information. [www.aussolutions.com.au](http://www.aussolutions.com.au)

Generally, a deposit is required on enrolment. Full fee payment is required by the end of a course and prior to issuing a Certificate.

All fees are to be paid in cash or cheque, eftpos or Credit Card or directly into account as per invoice by the completion of the training program and prior to issuing of certificates.

- For courses of less than 3 days duration, fees may be collected in arrears and must be fully paid before issuing Qualification Certificates or Statements of Attainment.
- Payment of more than \$1000.00 will be collected prior to course commencement.
- The total amount required from the student, after course commencement, attributable to tuition or other services yet to be determined, will not exceed \$1500.00 at any given time.

Please note that Australian Academic Solutions may update fees and charges from time to time and it is recommended potential students contact the College to ensure the most up to date information is obtained.

### Refunds due to non-delivery of course by RTO

Tuition fees to be refunded in full if:

- The course does not start on the agreed starting date
- The course stops being provided after it starts and before it is completed

Refunds under the above conditions will be paid in full to the student within 14 days.

The RTO may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the RTO will not be liable to refund the money owed for the original enrolment.

### Refunds based upon student application

All applications for refund must be made in writing by way of the 'Application for Refund Form' and submitted to the CEO.

*Refer: VCID.SMS.06 - Application for Refund Form*

*Please note - where the student breaches the Australian Academic Solutions 's Policies and Procedures no refund is payable. Where a student withdraws from the course without extenuating circumstances only a partial refund is payable.*

- Applications for refunds are to be processed by the CEO within 14 days from the date of application.
- The assessment of refund applications shall be granted as indicated below:

Outline of Refunds	
Withdrawal prior to agreed start date	Full refund
Withdrawal after the agreed start date (Refer Withdrawal after course commencement)	50% refund of unused tuition fees
Course withdrawn by RTO	Full refund
The RTO is unable to provide the course for which the original enrolment and payment has been made	Full refund

### **Extenuating circumstances**

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary reasons

Where evidence can be successfully provided to support the Student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.

### **Withdrawal after course commencement**

All Refunds made by Australian Academic Solutions will incur an administration fee of \$50.00.

Our Refunds policy is subject to the following conditions:

- If you (the Student) advise Australian Academic Solutions in writing no less than 2 working days prior to the commencement of your course we will provide a full refund minus the above administration fee.
- If you (the Student) advises Australian Academic Solutions after the course agreed start date has commenced we will only refund 50% of unused tuition fees.

### **Claiming a Refund**

- The student must provide their notice of withdrawal or cancellation on a signed and dated 'Application for Refund Form'. The claim for a refund must include a reason and must include supporting official documentation of the student's circumstances for withdrawal/cancellation plus a contact name, email address and telephone/mobile number to enable Australian Academic Solutions to validate this claim.
- Date of Cancellation / Withdrawal is the date the written request is received by Australian Academic Solutions's Administration staff.
- A student should apply for a refund as soon as possible after notice of cancellation / withdrawal is submitted.
- All refunds will be paid as soon as possible and no later than 5 working days from an approved cancellation / withdrawal notification only if the supporting documentation has been validated during this timeframe.

*Refer:* VCID.SMS.06 - Application for Refund Form

### **Appealing Refund decisions**

- All students have the right to appeal a refund decision made by the RTO. Student wishing to access the Complaints and Appeals Procedure from the RTO should contact Student Administrations Department.
- This policy and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.
- The RTO's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.

## Issuing of Qualifications

All students will be issued a Qualification Certificate and Statement of Results or Statement of Attainment within 14 days of successful completion of all requirements for units of competency completed, on the condition that all fees have been paid in full.

*Please note:* A USI must be supplied to Australian Academic Solutions prior to us being able to issue a Nationally Recognised Qualification or Statement of Attainment.

### Issuing of Qualifications on withdrawal, cancellation or transfer

Students that withdraw, cancel or transfer from any course, will be issued with a Statement of Attainment for all units of competency that have been successfully completed, on the condition that all fees have been paid in full for the tuition related to the units of competency.

### Replacement of Certificates

If an original certificate or statement of attainment is lost and a replacement is requested, a fee of \$25.00 will be required.

### Re-Assessment Fees

In the event that a student needs to re sit an assessment task or needs to undergo re-assessment of a practical task, additional charges may be required to cover the cost of materials used. No other fees will be charged on the first occasion.

A fee of \$50.00 per hour plus materials may be charged on the second and any subsequent occasions.

## Licensing and Regulation Division (LRD) - Victoria Police

### Private Security Industry

The private security industry encompasses a broad range of activities including security guarding, crowd controllers, investigators, bodyguards, private security trainers, security advisors and equipment installers. The Private Security Act 2004 was enacted to preserve the safety and peace of all Victorians with regards to private security.

Any person or business undertaking private security activities in the State of Victoria must be the holder of a Private Security Licence or Registration issued by Victoria Police.

The private security industry is regulated by Victoria Police's [Licensing & Regulation Division](#) (LRD). LRD is responsible for:

- Granting private security licences and registrations, including renewals
- Approval of training and trainers
- Compliance and enforcement activities

### Eligibility for a private security licence

To ensure the safety of all Victorians, there are minimum standards that all licence applicants are required to meet before they are eligible to perform work within the private security. These requirements are outlined in the relevant form.

To be eligible for a private security licence in the State of Victoria, you must:

- Be 18 years or over
- Be a resident of Australia or be the holder of a current visa (with relevant work rights)
- Be subject to a National Police Check which requires the **taking of your fingerprints\***
- Provide certified copies of International Police Checks from any other country resided in for a period of more than 12 months over the previous 10 years since turning 16 years of age
- Not be a prohibited person
- Be a fit and proper person. This includes not having any medical condition or history with police that would hinder your employment within the industry
- Demonstrate competency for working in the security industry by way of completing training relevant to the private security activity or activities you wish to be licensed for
- Provide 2 written references outlining your suitability for employment within the private security industry

### Requirement to be Fingerprinted & Obtaining a National Police Records Check Certificate

From 4 July 2011, new legislation introduces a requirement that all persons in relation to a private security licence application (both individual and business) undergo a National Police Records Check (including National name check and fingerprint records search). This requirement applies to:

- new private security licence applications; and
- certain persons associated with private security business licences (i.e. nominated person, officers of the body corporate including the director(s), secretary, executive officer(s) and any close associates).

All persons that fall into the above category **must**:

1. Arrange to complete their National Police Records Check (including National Name Check and fingerprint records search) prior to lodging their application; and
2. Attach an original copy of the National Police Records Check Certificate to your application and submit your completed application to the Licensing & Regulation Division. In the case of an application for a private security business licence, Certificates must be supplied for each person associated with that business licence.

**For information pertaining to the process, locations and cost of obtaining a National Police Records Check and taking your fingerprints go to [www.police.vic.gov.au/policecheck](http://www.police.vic.gov.au/policecheck).**

\* Please note, applicants requiring a National Police Records Check certificate for the purpose of obtaining a Private Security Licence in Victoria, must lodge an application and be fingerprinted by the Records Services Division of Victoria Police. This service is **not** provided by the Licensing & Regulation Division.

**Criminal history checks from private suppliers** (regardless of whether they are accredited by Crimtrac) **will not be accepted** as part of your application for a Private Security Licence as these suppliers are unable to issue the necessary certificate, nor do they fingerprint applicants- a requirement of the *Private Security Act 2004*.

## Licence Types

These are the private security activities that require a licence in Victoria. Applicants may apply for one or more licence types. An explanation of each type together with information on training requirements, application forms and fees are below:

### Security Guards

#### *What is a Security Guard?*

A person who is employed or retaining to protect, watch or guard any property by any means including -

- a) By patrolling the property in person; or
- b) By monitoring the property by operating a security system that utilises closed circuit television, a closed monitoring system, radio or other similar alarm device.

#### *What are security guard sub-activities?*

The activity of security guard has been divided in to six sub-activities, each requiring specialised training qualifications. A person may be licensed to undertake multiple sub-activities dependent on their training.

#### *The six sub-activities are as follows:*

- **Unarmed Guard:** A person who is employed or retained to protect, watch or guard any property whilst unarmed.

- **Armed Guard:** A person who is employed or retained to protect, watch or guard any property whilst being armed with a firearm.

- **Cash in Transit:** A person employed to collect, transfer and/or deliver cash or other valuables whilst being armed with a firearm.

- **Control Room Operator:** A person who monitors activity, usually by way of a bank of Closed Circuit Television (CCTV) monitors or similar means; and may be required to respond in person and/or conduct additional guarding duties such as patrolling. A Control room is typically on-site but may be off-site as part of a remote monitoring centre.



**- Monitoring Centre Operator:** A person who is employed to work in a centre which forms the monitoring component of intruder alarm systems. A monitoring centre operator may be required to interpret signals from alarms transmitted to the centre and cause appropriate action, or relay and receive situation report communications to and from manpower operatives. Monitoring Centre Operatives do not conduct patrols, routinely leave the monitoring centre to respond to a situation, or conduct, supervise or coordinate manpower activities.

**- Guard with a Dog:** A person who is employed or retained to protect, watch or guard any property while exercising control over a dog.

### ***Working with firearms in the private security industry***

The sub-activities of **armed guard** and **cash in transit** described above require the use of a firearm. Persons performing these activities with a firearm may only do so provided they are the holder of a current firearms licence **in addition** to a private security licence.

The granting of firearm licences is also handled by the Licensing & Regulation Division.

## **Crowd Controller**

### ***What is a Crowd Controller?***

A person who is employed or retained principally to maintain order at any public place by doing any of the following:

- a) Screening entry into,
- b) Monitoring or controlling behaviour in,
- c) Removing any person from,

Otherwise maintaining order in any such place, unless that person is doing nothing more than securing or checking that persons allowed admission have paid to be admitted or have invitations or passes allowing for admission.

**Licensing & Regulation Division** wishes to advise that due to the heightened security risk, Licensing & Regulation Division's front counter operating hours have changed to:

**Monday:** 11:00am to 3:00pm

**Wednesday:** 11:00am to 3:00pm

**Friday:** 11:00am to 3:00pm

For access to general information please visit website:

Firearm related information - [www.police.vic.gov.au/firearms](http://www.police.vic.gov.au/firearms)

Private Security related information - [www.police.vic.gov.au/privatesecurity](http://www.police.vic.gov.au/privatesecurity)

Weapons related information - [www.police.vic.gov.au/weapons](http://www.police.vic.gov.au/weapons)

For specific queries that are not addressed on the LRD website, please email:

licensingregulation@police.vic.gov.au

or alternatively telephone Licensing & Regulation Division on:

1300 651 645 between the hours of 8:30am and 4:30pm Monday to Friday.

## **Appendix A:**

# **Australian Academic Solutions Privacy & Personal Information Statement**

Australian Academic Solutions is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information. This statement only applies to our databases and files and does not cover any State, Territory or Commonwealth Government database or file. You are advised to contact the relevant government agency for a copy of their privacy policy. Where we use the words 'we' and 'us' in this document, it means Australian Academic Solutions .

### **Your Personal Information**

In order to provide you with training, employment and associated services, we may need to collect personal information such as your name, address, work history, qualifications, job seeker identification number, government benefit card, etc.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). There are laws that protect a student's USI and USI's must not be collected, used or disclosed by anyone except as allowed by the laws. The student's privacy is further protected by laws requiring that any personal information collected by a training organisation solely for the purpose of creating a USI on their behalf is to be destroyed after the USI is created.

The personal details of individuals held by the Student Identifiers Registrar will be protected by the Privacy Act 1988 (Cth).

If you decline to provide your personal information, Australian Academic Solutions may not be able to:

- provide the product or service you requested, or
- enter into a business relationship with you.

### **Collection of personal information**

Where practicable, we will endeavour to collect personal information directly from you. Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies.

We may also need to collect personal information from other third parties with or without your direct involvement or consent, such as an employer. However, this will not include sensitive information.

### **Collection of personal information for the Unique Student Identifier (USI).**

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

## Use and disclosure

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes you agree to.

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (verbal or written)
- it is authorised or required by law, or necessary for enforcement of law
- it will protect the rights, property or personal safety of another person
- the assets and operations of the RTO business are transferred

## Access to personal information

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact the Student Administration department in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification.

## Storage & Security

We will take reasonable steps to maintain the privacy and security of personal information.

We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access
- storing paper-based documents securely on our premises

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

The students USI will be stored by the USI Registry System, along with some personal information about the student, such as their name, date of birth and a way of contacting them such as an email address. The USI will also be held by the National Centre for Vocational Education Research (NCVER) in a separate database along with their training records.

## Where is my USI stored?

For safety and security your personal details are held in a different location to your training records and results but your USI is held in both locations.

Your USI will be stored by the USI system, along with some personal information about you, such as your name, date of birth and a way of contacting you such as an email address. The USI will also be held by the National Centre for Vocational Education Research (NCVER) in a separate database along with your training records.

Then each time you login into your USI account the two systems will talk to each other and your personal information and training records and results will both appear in your account even though the information comes from two different locations, as required by law. This happens because the protection of your USI and the information it stores is paramount so these safeguards are in place.

## Resolving privacy concerns

If you wish to raise a concern about a privacy matter should contact the Student Administrations Department.

### For further information:

- **USI's**  
<http://www.usi.gov.au/Students/Pages/student-privacy.aspx>
- **Privacy Act 1988 – Office of the Australian Information Commissioner**  
<http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act>

## **Appendix B:**

# **Australian Academic Solutions Complaints and Appeals Procedure**

## **Policy**

This policy/procedure supports the AQTF Essential Condition and Standards for Continuing Registration in providing a process for complaints and appeals to be heard and actioned. All complaints and appeals received by Australian Academic Solutions will be viewed as an opportunity for improvement.

Despite all efforts of Australian Academic Solutions to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student.

## **AQTF Essential Condition and Standards for Continuing Registration**

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients.

Element 2.7 The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.

## **Definitions**

A **complaint or appeal** is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of Australian Academic Solutions Pty Ltd in relation to the following processes:

- enrolment
- training delivery
- training/competency assessment, including recognition of prior learning
- issuing of results, certificates and/or statements of attainment
- any other activities associated with the delivery of training and assessment services
- other issues such as discrimination, sexual harassment, student amenities, etc.

A complaint or appeal is deemed to be a formal complaint or appeal when it is made in writing to the CEO.

An **appeals committee** would comprise at least three of the following people; providing that the complainant and the subject of the complaint, if it relates to the action or inaction of a person, are ineligible to participate in the appeals committee set up to consider that particular complaint:

- a trainer with expertise in the area concerned
- a trainee enrolled in the area concerned
- the training manager
- a representative of the trainee's employer
- a representative of students enrolled with Australian Academic Solutions
- a representative of trainers employed by Australian Academic Solutions
- independent consultant
- independent employer

## ***Managing complaints and appeals***

Learners and other clients are most likely to raise issues (for example, about a trainer who cannot be contacted or training resources that are difficult to understand) if the RTO creates an environment where all feedback is welcome and where openness is valued.

The benefits of creating this environment include:

- The RTO gains more valuable feedback on which to base continuous improvement activities
- Issues are less likely to be escalated into formal complaints
- Learners and other clients are more likely to be satisfied with the RTO's performance, which is likely to reduce attrition rates and to promote return business.

RTOs can assist learners and other clients to raise issues by:

- Providing information to them about how feedback is valued
- Providing avenues for them to provide feedback, for example, student forums, suggestion boxes, scheduled feedback meetings with a staff member whose role it is to support learners, weekly phone calls to workplace supervisors
- Thanking them for their feedback, responding to issues raised quickly and providing them and other clients with information about how such issues have been addressed.

Complaints arise when a client is dissatisfied with an aspect of the RTO's services and requires action to be taken to resolve the matter. Appeals arise when a client is not satisfied with a decision that the RTO has made. Appeals can relate to assessment decisions, but they can also relate to other decisions, such as a decision to exclude a learner from a program.

- All employees/contractors and prospective students will be provided with a copy of the complaint procedure.
- All disputes or complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the complaint procedure.
- Each appellant/complainant will be provided with the opportunity to present his or her case at each stage of the complaint process.
- All complaints will be managed fairly and equitably and as efficiently as possible.
- All discussions relating to complaints and appeals are to be recorded in writing and the appellant/complainant provided with a written statement of the outcomes, including reasons for the decision.
- Australian Academic Solutions Pty Ltd will provide trainers and/or students with details of external authorities that they may approach with respect to their complaint if required.
- **All complaints and appeals that are not settled are to be heard by an independent panel composed of Representative of Security Trainers Association or an independent person recommended by the Melbourne Commercial Arbitration and Mediation Centre or an independent person from another RTO approved to deliver Security Training in Victoria.**

This policy provides an avenue for most complaints to be addressed. However, in some cases, alternative measures may need to be explored.

Australian Academic Solutions Pty Ltd will encourage the parties to approach a complaint with an open view and attempt to resolve issues through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation Australian Academic Solutions Pty Ltd acknowledge the need for an appropriate external and independent agent to mediate between the parties.

## Procedure

### Informal process

Where possible all non-formal attempts shall be made to resolve the complaint. This may include advice, discussions, and general mediation in relation to the issue. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal the following procedures must be followed.

### General Complaints

- Any student, potential student, or third party may submit a formal complaint to Australian Academic Solutions with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.
- A student wishing to submit a formal complaint or appeal can do so by completing the 'Complaints or Appeals Form' and state their case providing as many details as possible. This application form can be gained by contacting Student Administration at Australian Academic Solutions .  
*Refer: VCID.SMS.05 – Complaints or Appeals Form*
- All formally submitted complaints or appeals are submitted to the CEO. It is their responsibility to deal with the complaint in the first instance. Complaints are to include the following information:
  - Submission date of complaint
  - Name of complainant;
  - Nature of complaint;
  - Date of the event which lead to the complaint
  - Attachments (if applicable);
- Once a formal complaint is received it is to be entered into the 'Complaints Log Register' which is monitored by the CEO regularly. The information to be contained and updated within the register is as follows:
  - Submission date of complaint
  - Name of complainant;
  - Description of complaint / appeal
  - Determined Resolution; and
  - Date of Resolution.
- A student may be assisted or accompanied by a support person regardless of the nature of the complaint throughout the process at all times. Students are able to present their case in person.
- Once a complaint has been filed and logged in the 'Complaints Log Register' the CEO shall notify the Director of the complaint and provide any further documentation related to the matter.  
*Refer:VCID.QMSR.09 – Complaints Log Register*
- The CEO shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
- Once a decision has been reached the CEO shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure.
- The CEO shall ensure that the RTO will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action that is required, and advise the student of the outcome.

- Copies of all documentation, outcomes and further action required will be placed into the 'Complaints Register' by the Compliance Officer and a copy sent to the CEO to place on the students file.
- The College will ensure that it follows the principles of fairness and natural justice in dealing with all complaints.  
*Refer to: VCID.QMS.16 – Complaints and Appeals Verification Report*

### **Appealing a Decision**

All students have the right to appeal decisions made by Australian Academic Solutions here reasonable grounds can be established. The areas in which a student may appeal a decision made by Australian Academic Solutions may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by Australian Academic Solutions in the first instance.
- To activate the appeals process the student is to complete a 'Complaints or Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from student administrations department.
- The CEO shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- The CEO shall ensure that Australian Academic Solutions acts on any substantiated appeal.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed.

### **General appeals**

- Where a student has appealed a decision or outcome of a formal complaint they are required to notify Australian Academic Solutions in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through student administrations and the student administration manager shall ensure the details of the appeal are added to the 'Complaints Log Register'.
- The CEO shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal
- The student shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints Log Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Australian Academic Solutions if they wish to proceed with the external appeals process.

### **Assessment appeals**

- Where a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the 'Complaints Log Register'.



- The CEO shall be notified and shall seek details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by Australian Academic Solutions .
- The student shall be notified in writing of the outcome with reasons for the decision, and the 'Complaints Log Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Australian Academic Solutions if they wish to proceed with the external appeals process.

### **External Appeals**

- If a student is still dissatisfied with the decision of Australian Academic Solutions, a student may wish to refer the matter to an external independent / third party mediator.
  - Australian Academic Solutions acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant and the Internal processes have failed to resolve the matter.
  - The independent party recommended is Melbourne Commercial Arbitration and Mediation Centre.

Appeals can relate to assessment decisions but they can also relate to other decisions, such as a decision to exclude a learner from a program. Clients should be encouraged to resolve complaints and appeals through your complaint mechanisms. If they are not satisfied with the outcomes of these processes they should be referred to the National Training Complaints Hotline.

Where a decision or outcome is in favour of the student the RTO shall follow the required action and recommendation from the third party mediator to satisfy the student's appeal as soon as practicable.

### **National Training Complaints Hotline**

Anyone with a complaint or query about the VET training sector can call the National Training Hotline. The hotline directs complaints to the appropriate Commonwealth, state or territory organisation for help.

The hotline also allows the Department of Education and Training to analyse complaint trends in order to quickly identify what further action and improvements are needed.

The National Training Complaints Hotline is accessible on **13 38 73** and is available Monday to Friday, from 8am to 6pm.

You can also send complaints via email to [skilling@education.gov.au](mailto:skilling@education.gov.au).



## Australian Academic Solutions - Tuition Fees

### **Qualification Fee: Full Fee for Service**

	<b>Tuition Fee</b>
CPP20212 Certificate II in Security Operations (Crowd Control & Unarmed Guard)	\$850.00
CPP20212 Certificate II in Security Operations (Control Room Operator)	\$550.00
CPP30411 Certificate III in Security Operations	\$750.00
CPP30411 Certificate III in Security Operations (Armed Guard and Cash-in-Transit)	\$1000.00
CPP30411 Certificate III in Security Operations (Bodyguard)	\$1500.00
CPP30607 Certificate III in Investigative Services	\$1800.00
CPP40707 Certificate IV in Security and Risk Management	\$3800.00

### **Units of competency: Full Fee for Service**

CPPSEC3014A Control persons using batons & CPPSEC3015A Restrain persons using handcuffs	\$400.00
CPPSEC3018A Provide for the safety of persons at risk	\$600.00
HLTAID001 Provide cardiopulmonary resuscitation	\$75.00
HLTAID003 Provide first aid	\$125.00
HLTAID004 Provide an emergency first aid response in an education and care setting	\$200.00
HLTAID006 Provide advanced first aid	\$200.00
HLTAID007 Provide advanced resuscitation	\$175.00
HLTAID008 Manage first aid services and resources	\$200.00
HLTSS00027 Occupational First Aid Skill Set (HLTAID006, HLTAID007 and HLTAID008)	\$550.00

## Additional Fees and Charges

All Refunds made by Australian Academic Solutions will incur an administration fee of:	\$50.00
Recognition of Prior Learning (assessment fees):	\$70.00 per unit
Re-assessment Fee:	\$50.00 per hour
Reissue of Certificate or Statement of Attainment:	\$25.00 each
Re-enrolment - Administration Fee	\$125.00

## The Victorian Charter of Human Rights and Responsibilities

The Charter of Human Rights and Responsibilities is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria.

It requires that governments, police, local councils and other public authorities (for example, government school councils, public hospitals and privatised prisons) consider human rights when they make laws, develop policies or provide services.

It aims to build a fairer, more inclusive community by requiring that the Victorian Government, local councils and other public authorities consider human rights when they make laws, develop policies and provide services.

The Charter gives legal protection to **20 fundamental human rights**, such as the right for people to have a fair trial, the right to say what they think, the right to join groups and meet freely, and the right to enjoy their culture.

In certain circumstances, some rights may be limited. However, this must be necessary and reasonable and there must be clear reasons for the decision.

### Human rights protected by the Charter of Human Rights and Responsibilities

The Victorian Charter of Human Rights and Responsibilities contains twenty basic rights that promote and protect the values of **freedom, respect, equality** and **dignity**.

The Victorian Government, local councils and other public authorities must not knowingly be in breach of these rights, and must always consider them when they create laws, develop policies and deliver their services.

### Freedom

**Freedom from forced work (section 11):** A person must not be forced to work or be made a slave. A person is a slave when someone else has complete control over them.

**Freedom of movement (section 12):** People can stay in or leave Victoria whenever they want to as long as they are here lawfully. They can move around freely within Victoria and choose where they live.

**Freedom of thought, conscience, religion and belief (section 14):** People have the freedom to think and believe what they want, for example, religion. They can do this in public or private, as part of a group or alone.

**Freedom of expression (section 15):** People are free to say what they think and want to say, for example, talking, writing or with art. They have the right to find, receive and share information and ideas. This right might be limited to respect the rights and reputation of others or for the protection of public safety and order.

**Peaceful assembly and freedom of association (section 16):** People have the right to join groups or unions and to meet peacefully.

**Property rights (section 20):** People are protected from having their property taken from them, unless the law says it can be taken.

**Right to liberty and security of person (section 21):** Everyone has the right to freedom and safety.

**Humane treatment when deprived of liberty (section 22):** People have the right to be treated with humanity if they are accused of breaking the law and are detained.

## Respect

**Right to life (section 9):** Every person has the right to life and to not have their life taken.

**Protection of families and children (section 17):** Families are entitled to protection. Children have the same rights as adults with added protection according to their best interests.

**Cultural rights (section 19):** People can have different family, religious or cultural backgrounds. They can enjoy their culture, declare and practice their religion and use their languages. Aboriginal persons hold distinct cultural rights which must not be denied.

## Equality

### Recognition and equality before the law (section 8)

Everyone is entitled to equal and effective protection against discrimination, and to enjoy their human rights without discrimination.

### Taking part in public life (section 18)

Every person has the right to take part in public life. For example, every eligible person has the right to vote or get a job in government.

## Dignity

### Protection from torture and cruel, inhuman or degrading treatment (section 10):

People must not be tortured, treated or punished in a cruel, inhuman or degrading way. People must treat each other with respect. People can choose to have medicine or therapy, or be in a medical experiment. This cannot be done without their full and informed consent.

**Privacy and reputation (section 13):** Everyone has the right to keep their lives private. For example, family, home or personal information cannot be interfered with, unless the law allows it.

**Children in the criminal process (section 23):** A child charged with committing a crime or who has been detained without charge must not be held with adults. They must also be brought to trial as quickly as possible and treated in a way that is appropriate for their age.

**Right to a fair hearing (section 24):** A person has a right to a fair hearing. This means the right to have criminal charges or civil proceedings decided by a competent, independent and impartial court or tribunal after a fair and public hearing.

**Rights in criminal proceedings (section 25):** A person charged with a crime is presumed innocent until proven guilty, must be told why the police have arrested them and be given time to talk to a lawyer or get advice. They must also be tried without unreasonable delay.

---

A person has the right not to be forced to testify or confess guilt, and to have any conviction and sentence reviewed by a higher court.

If a person goes to court and cannot speak or understand English, an interpreter must be there to help them understand. Sometimes, a Victoria Legal Aid lawyer can help.

**Right not to be tried or punished more than once (section 26):** A person will only go to court and be tried once for a crime. This means if the person is found guilty they will only be punished once. If they are found to be innocent they will not be punished.

**Retrospective criminal laws (section 27):** A person has the right not to be prosecuted or punished for things that were not criminal offences at the time they were committed.

Download this information: <http://www.victorianhumanrightscommission.com>

***Thank you for reading our Student Information Handbook  
– we hope you enjoy your training!***