

SUBROSA
T/A Subrosa Solutions Pty Ltd
SECURITY LICENSING COURSE
Ph: 08 8221 5772 Fax: + 61 8 8121 9248
Email: training@subrosa.com.au

INFORMATION FOR TRAINEES

GENERAL PURPOSE OF THE COURSE

Persons who satisfactorily complete all units in this course will satisfy the training requirements specified in the *Security and Investigation Agents Act 1995* (SA) and the South Australian Security Industry licensing body, Consumer and Business Services (CBS). That is, they will be eligible to apply for a licence as a Security Guard/Crowd Controller **provided they satisfy the other requirements specified in the Act.**

Under this Act, a licence will not be issued to a person who has been convicted of certain criminal offences or has been found not to be a “a fit and proper person”-‘. It is the responsibility of the student to ensure that these criteria are met. Subrosa takes no responsibility for the failure of students to meet these licensing criteria.

Subrosa’s Value Added Way to Success

Most of our students come to do the Security Operations Training Course because they “have to do it to get their licence”. Subrosa aim is that students feel that they have accomplished much more than merely getting the “bit of required paper”, but that the progress and attainment of the Certificate II in Security Operations at Subrosa has been a worthwhile educational advancement, a thorough professional development and an enjoyable personal enrichment experience, giving them a sound basis for future success. With this aim in view, Subrosa has instituted or enhanced various processes, such as:

Obligation free Information Session (Industry Suitability Consultation)

Subrosa encourages students to take advantage of our free Counselling Service to find out more about the Security Industry, Subrosa and our Security Operations Training Course.

Enhancement of employment opportunities

As well as drawing on our wealth of experience of providing Security Guard courses over the last eight years, Subrosa have surveyed employers and other appropriate parties to identify any additional requirements/improvements. Subrosa has identified two main areas which will give our students the best advantage in their entry to their chosen career. These areas are basic computer skills and the holding of a Senior First Aid Certificate provided by a nationally recognised First Aid training provider. To address these additional areas:

Subrosa has incorporated basic computer usage into their training course so that no student will miss out on a job because of a lack of basic computer skills.

Post-Course Access to Subrosa Facilities

Graduates may arrange to have access to Subrosa computers for additional training if required. (Current students will always have priority). In any case, all graduates are encouraged to visit Subrosa Post-Course or to keep in touch via e-mail. Job placement assistance is vigorously pursued by Subrosa.

SUBROSA
T/A Subrosa Solutions Pty Ltd
SECURITY LICENSING COURSE
Ph: 08 8221 5772 Fax: + 61 8 8121 9248
Email: training@subrosa.com.au

CERTIFICATE II IN SECURITY OPERATIONS

Certificate II in Security Operations is presented to students who attain competence in 7 Core units and 4 Elective units (TableA).

Subrosa's Security Licensing Course includes 13 Units (7 Core and 6 Elective Units), which are required by CBS for licensing purposes. Upon satisfactory completion of 13 Modules in the Certificate II in Security Operations training course participants will have attained the competencies summarised below. Further details about these competencies are contained in the training manual issued to each student at the commencement of the training course.

The Certificate II in Security Operations is divided into 13 Units with each Unit dealing with a specific aspect of the knowledge and skills required of a person working in the capacity as a Security Guard/Crowd Control officer. Each Unit has its own set of learning outcomes and they provide the focus for instruction in the Unit and for assessment of student performance.

Table A - Units in the Certificate II in Security Operations

Unit Number and Title		
CPPSEC2001A	Communicate effectively in the security industry	Core
CPPSEC2002A	Follow workplace safety procedures I the security industry	Core
CPPSEC2003A	Work effectively in the security industry	Core
CPPSEC2004A	Respond to security risk situation	Core
CPPSEC2005A	Work as part of a security team	Core
CPPSEC2006A	Provide security services to clients	Core
HLTFA301B	Apply first aid	Core
CPPSEC2007A	Screen persons	Elective
CPPSEC2010A	Protect safety of persons	Elective
CPPSEC2011A	Control access to and exit from premises	Elective
CPPSEC2012A	Monitor and control individual crowd behaviour	Elective
CPPSEC2015A	Patrol premises	Elective
CPPSEC2017A	Protect self and others using basic defensive tactics	Elective

The Subrosa Security Training Course is a 6 week full time course which could be completed in 4 weeks. There are 8 compulsory attendance days over 4 weeks. The 8 attendance days include one Induction Day, and one Senior First Aid day, and 3 pairs of 2 days (usually Monday and Tuesday) over 3 weeks.

- 1) Courses are run continuously in the same form with no time gaps
- 2) Students can enter the course each week. Induction Day is by appointment and students are introduced to basic tasks based on the Units of Competency and Employability Skills,
- 3) The 2 day pairs (usually Monday and Tuesday) are organised to cover broadly similar areas of the Training Course.
- 4) All prescribed reading and work/assignments must be completed prior to attending the attendance days.
- 5) Each 2 day pair is self contained, that is it is a mini course of its own and covers specific units.(see attached Plan)
- 6) Self assessment and Trainer assessment is performed continually during these 2 days.
- 7) If any part of the 2 days are missed then usually both days are required to be repeated when that set of days is due again (in 3 weeks). This would be a decision made by consultation between student and trainer.
- 8) The First Aid days arranged in consultation with the student for attendance.

1. Your trainer will provide clear instructions about what is expected from you during your training on induction and during the Course.
2. Training may consist of group/action learning activities and projects; self paced learning, assignments, case studies, presentations, discussions, workbook activities, computer program exercises, research and reports etc. Each unit of learning is clearly outlined and indicates what is expected of you during the learning phase.
3. You will be able to contact a trainer at Subrosa between workshops. This provides additional support for your self-directed and 'take home' learning activities. You will also be able to attend Subrosa Training Room at any time during office hours if you require assistance or computer access.
4. Assessments will be continuous during the Course and the student must be able to Show, Tell and apply the evidence. At the end of the Course a final Competency Verification Analysis and a Documentary Evidence Review will be performed. The Assessor records your evidence and/or skill demonstrations as "C" - Competent or "NYC" - Not Yet Competent.

SUBROSA
T/A Subrosa Solutions Pty Ltd
SECURITY LICENSING COURSE
Ph: 08 8221 5772 Fax: + 61 8 8121 9248
Email: training@subrosa.com.au

Competencies are not scaled or marked.

Course Status:

This course is recognised by the Office of Consumer and Business Affairs for licensing purposes. All 13 Units are required.

Admission Procedures and Criteria:

This course is open to all persons who wish to obtain a Certificate II in Security Operations; however, in general, it is usually for satisfying the conditions for the granting of a Security Operations Licence as specified in the *Security and Investigation Agents Act 1995*.

All instruction in the course is in English. Those applicants who believe that their English proficiency may not be adequate may request an opportunity to sit for a short test to assess their competence to read and comprehend the editorial of a leading daily newspaper.

Apart from reading ability, there are no academic or other competencies that are prerequisites for entry to the course.

Subrosa Access and Equity Policy is available for viewing on request at Subrosa Office and is administered by Mr John O'Driscoll

Course Fees and Refund Policy:

Should Subrosa cancel any course, participants are entitled to a full refund or transfer of funds to a future course.

An initial booking fee of \$50.00 applies to all courses and will be charged on enrolment. 50% of the remaining amount will be payable on Induction Day. The remainder will be payable within one week after commencement of the Course or by arrangement.

A receipt for the fees will be issued at the time of payment.

Persons who withdraw from the course more than two weeks prior to commencement will receive a full refund of all fees paid.

Persons who withdraw from the course less than two weeks prior to commencement will receive a refund of the fees paid, less a cancellation fee of \$50.00 per course

No refund is available to participants who fail to attend without warning, or who leave before finalising the course/competency unit, unless they can provide a medical certificate or show extreme personal hardship. Other cases will be considered on an individual basis. In these cases, fees may be refunded on a pro-rata basis. However should participants wish to finalise incomplete units in a future course, the original fee payment can be used as credit towards that course within six months of initial payment.

All requests for refunds must be in writing and supported by the original receipt for course fees issued by Subrosa.

All monies received prior to course commencement are placed into the dedicated purpose Subrosa account. A relevant proportion of fees paid for the course will remain in that account until the course is completed, to ensure pro-rata refunds for eligible students.

Any materials required to be purchased for any training program will be charged separately, and will become the property of the student. These cannot be returned for a refund unless the course is cancelled by Subrosa South Australia.

Certification To Be Issued On Completion Or Partial Completion:

Upon satisfactory completion of the course, graduates will be issued with a Certificate II in Security Operations. Participants who have not completed the Units required for Certificate II in Security Operations will receive a Statement of Attainment for the Units they have satisfactorily completed.

Requirements For Satisfactory Completion:

In order to receive the Certificate II in Security Operations, participants must meet the attendance and assignment requirements, and demonstrate competence in each of the 7 Core and 4 Elective Units in the course. The assessment methods and criteria for each Unit are consistent with the principles of competency-based training (refer to the section on Assessment Procedures).

SUBROSA
T/A Subrosa Solutions Pty Ltd
SECURITY LICENSING COURSE
Ph: 08 8221 5772 Fax: + 61 8 8121 9248
Email: training@subrosa.com.au

Attendance Requirements:

Attendance is required at all compulsory sessions of the course, except when written exemption from one or more Units has been granted by the Authorised person of Subrosa. Application for such exemption must be made in writing, in line with the guidelines given in the section on recognition of prior learning.

Assessment Procedures:

The overall assessment strategy for this course aims to provide valid, reliable, fair and consistent assessment of student competency directly linked to the course objectives.

A variety of objective assessment procedures are used including diaries, assignments and role plays. Other competencies are assessed through practical exercises such as the completion of a licence application, a verbal report of an incident, a written report, or demonstration of competence to use a two-way radio. In all cases, objective criteria are used to determine whether or not the student has achieved competence.

Assessment is conducted progressively through the course.

Recognition of Prior Learning:

Subrosa actively supports the principles of recognition of prior learning, and attempts to give appropriate recognition to an individuals learning gained through training, work experience or other life experiences. Applicants for the course who, on the basis of previous qualifications or experience (eg. From other security industry training, or as a member of military services or a Police Force), claim to have already achieved the objectives of one or more of the course Units, may request that they be permitted to demonstrate their competence by sitting for either a written or oral examination, or by undertaking a practical test as appropriate. The competence of each applicant will be assessed individually by a Subrosa authorised person. By satisfactorily completing these assessments, the applicant can gain credit for one or more Units in the course.

Facilities and Equipment:

Subrosa conducts training programs on its own premises.

We provide programs over a broad geographical area and this makes it necessary to hire accommodation and facilities on a short-term basis. The providers of the facilities must meet appropriate statutory requirements in terms of access to the building, health and safety issues, etc. Subrosa ensures that the training rooms provide an adequate learning environment in terms of both the instructional facilities and the general comfort and well-being of the course participants. In deciding on a venue for the training courses, Subrosa considers the locations of the premises, the space available for training, the lighting and ventilation, noise levels from outside activities, seating and tables, the availability of instructional facilities such as whiteboards and overhead projector, the availability of facilities such as male and female toilets, and nearby cafeterias in which students can relax during breaks in the course.

Course participants who have any concerns about the quality or suitability of the venue in which their training is being conducted should raise these issues with their instructor as soon as possible.

Computer Usage

Subrosa Computers are used for training purposes only and a strict security policy has been implemented. All students will have the ability to save any of their work electronically.

Photocopying and Printing

Printing and photocopying services are not available at Subrosa for students.

Training Materials:

Appropriate resources will be provided and/or recommended during the course.

All students are provided with a Certificate II in Security Operations Manual that specifies the required learning outcomes for each Unit along with supportive information/documentation on each course topic.

Student Support Services:

A pre-course consultation is offered to all prospective students to advise regarding Industry opportunities, course content and information re attendance, to assist them to make informed decisions regarding their suitability for the Security Industry.

During the course, students will be provided with individual advice on matters such as career planning, availability of other training courses relevant to the security industry, and avenues for seeking assistance with matters such as literacy. Specific needs are taken into consideration and Welfare and other Guiding Services are provided as required. This advice is available

SUBROSA
T/A Subrosa Solutions Pty Ltd
SECURITY LICENSING COURSE
Ph: 08 8221 5772 Fax: + 61 8 8121 9248
Email: training@subrosa.com.au

both at the training location (after the course has finished each day) and from Subrosa' office after the course has been completed. This service is provided free of charge. After completion of the course, graduates are invited to utilise Subrosa' computers (by arrangement) for further practise and assistance if required.

Participants who successfully complete the Security Operations Training Course will have the option of providing personal details, which will be placed on a database for circulation to prospective employers once they have received their licence. There is no charge to participants for this service.

Appeals Against Results:

Any student who wishes to appeal against the result of their assessment in a Unit of the course may do so by submitting an application for review of results form that is available from each instructor. The appeal must be submitted to the Managing Director at Subrosa Solutions Pty Ltd no later than four weeks after the date on which the original assessment occurred. The appeal will be considered by the Subrosa Curriculum Advisory Committee and the student will be advised in writing of the outcome of the appeal. The possible outcomes of the appeal will be that the result remains unchanged, or that the result is changed (so that the student is deemed to be competent in that Unit). In the event that the result is unchanged (so that the student is deemed not to have demonstrated competence in the Unit) the student may, at the discretion of the Curriculum Advisory Committee, be granted a new opportunity to demonstrate competence in the Unit.

Grievance Procedures:

Students who believe that they have been unfairly or inappropriately treated by any staff of Subrosa, or who have a complaint against another student, or who believe that they have not received the services for which have paid fees, or who have any other grievances associated with their enrolment and attendance at a Subrosa training course, may lodge a Student Grievance Form. All students' grievances will be referred to the Curriculum Advisory Committee for appropriate action and the student concerned will be informed in writing of the outcome of this consideration. Students lodging a grievance will be provided with the name and address of the appropriate Government Authority to whom they may take their grievance in the event that they are not satisfied with the manner in which the grievance is resolved by Subrosa.

Disciplinary Procedures:

All students and Subrosa Personnel are expected to fulfil behavioural standards as outlined in Subrosa' Client Complaints, and Grievances, Appeals and Disciplinary Procedures. Any incidents giving rise to Disciplinary Procedure are dealt with through Subrosa internal resolution process and may be directly to an appropriate external authority.

Course Evaluation:

Subrosa is committed to continually improving the quality of our courses. Any feedback that you can provide will be welcomed and appreciated. At the end of the course you may be asked to complete a Course Evaluation Questionnaire. This is anonymous and is not compulsory, and nothing that you write on the evaluation will influence your results in the course.

Dress Code

A high standard of professional dress is expected of all students. This allows students to familiarise themselves with the correct type of attire suitable for a professional environment and uphold the students' and Subrosa image for prospective employers. Subrosa's Dress Code for Security Students is White Shirt (with collar), dark – preferably black – trousers and black lace-up shoes.

No jewellery or metal piercings should be worn on Training and Assessment Attendance days. Grooming should be of a high standard i.e. long hair tied back neatly.

Mobile Telephones

Student mobile telephones must be turned off in the Subrosa Training Room at all times and messages retrieved at break times. If urgent messages are expected students may leave the telephone to be answered at Reception.

Yours faithfully,

Michael Bullock.
Managing Director

SUBROSA
T/A Subrosa Solutions Pty Ltd
SECURITY LICENSING COURSE
Ph: 08 8221 5772 Fax: + 61 8 8121 9248
Email: training@subrosa.com.au

COURSE PACKAGE FEES.

SECURITY LICENSING COURSE

Includes the following nationally accredited qualifications:

CERTIFICATE II IN SECURITY OPERATIONS

Including both

Allens Senior First Aid Certificate
And Responsible Service of Alcohol Certificate. \$1150.00

Responsible Service of Alcohol – on its own \$ 80.00

DISTANCE LEARNING

CERTIFICATE II IN SECURITY OPERATIONS. **P.O.A.**
Duration 6 months

RECOGNITION OF PRIOR LEARNING

CERTIFICATE II IN SECURITY OPERATIONS. **P.O.A.**

SUBROSA
T/A Subrosa Solutions Pty Ltd
SECURITY LICENSING COURSE
Ph: 08 8221 5772 Fax: + 61 8 8121 9248
Email: training@subrosa.com.au

Security Agents License information

Consumer and Business Services (CBS)

Formerly Office of Consumer and Business Affairs (OCBA)

Address: Chesser House, Level 3, 97 Grenfell Street, Adelaide

Contact Number:
131882

New Fees as of 1st July '11

Application for License Fee:	\$401.00
Grant Fee:	<u>\$260.00</u>
Total Costs	\$661.00

The above fees are subject to change as of 1st July'12.

Comprehensive information may be found at:

<http://www.ocba.sa.gov.au/licensing/security/index.html>