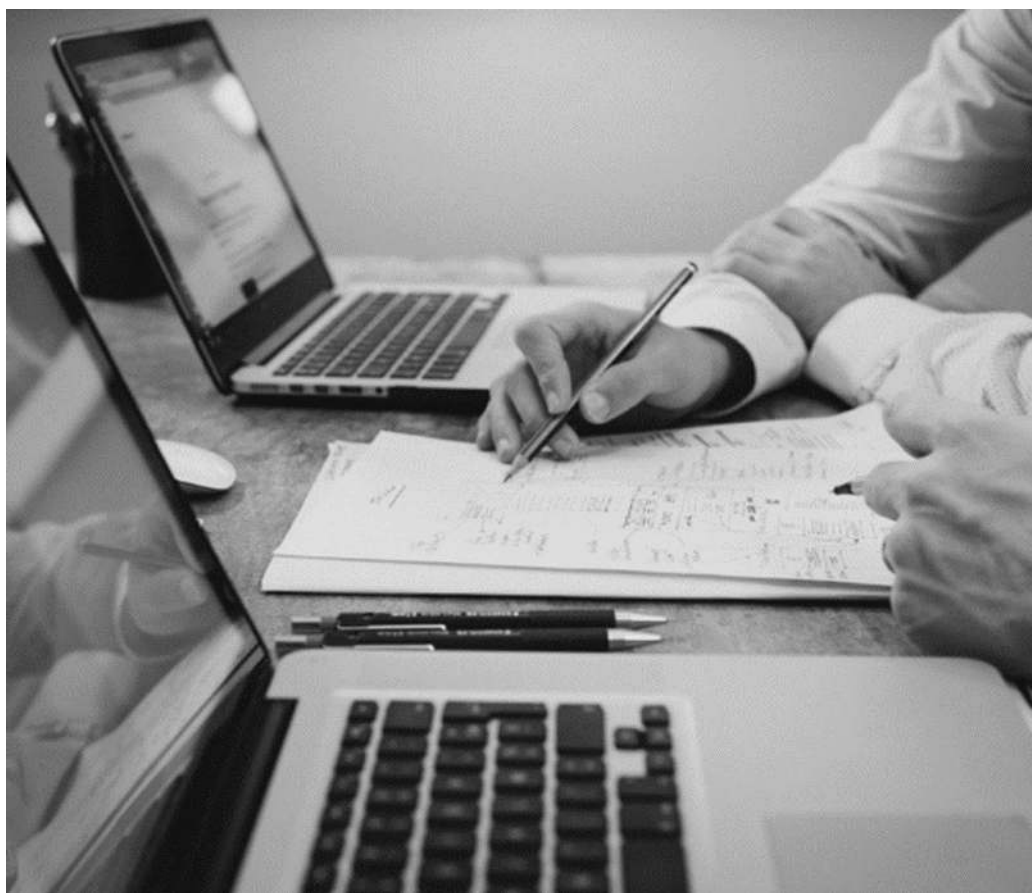


Student Handbook

Investigation Compliance & Enforcement Training
Systems Pty Ltd- RTO 31398



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Our Vision

To produce competent and confident investigators by providing them with the knowledge and skills to conduct ethical, efficient and professional investigations to the highest standard.

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Scope of Registration

ICETS is a Registered Training Organisation (RTO) no. 31398.
ABN: 36 119 307 694

ICETS delivers nationally recognised qualification training for:

- PSP40416 Certificate IV in Government Investigations
- PSP50416 Diploma of Government Investigations

About ICETS

ICETS is an Australian owned and operated RTO which solely specialises in delivering nationally recognised investigation and interviewing skills course programs. Since 2008, ICETS has become the leader and a preferred service provider to over 100 Commonwealth, State and Local Government agencies in Australia.

ICETS specialises in the Certificate IV in Government Investigations and Diploma of Government Investigations nationally recognised qualifications. ICETS provides its students with a number of learning pathway options for general public and agency specific programs.

We believe that industry training should come from **current industry professionals** and result in an increase in productivity and development of staff. Training should not be just about getting 'another qualification' by completing a course from a nationally endorsed training package.

At ICETS, we have an experienced team which consists of student support, assessors, facilitators and course developers. ICETS assessors, facilitators and course developers have over 50 years combined investigative experience across criminal, administrative and misconduct cases.

Training can and should be a satisfying experience where participants walk away with the formal qualification sought and a sense of self-improvement and increased confidence.

The underlying belief and values that surrounds ICETS training experiences is that it is delivered through experienced investigators. Whether these are from ICETS investigators and course facilitators, or trainers sourced from within the client agency, we ensure that training is delivered by facilitators that know, understand and **utilise** the skills & knowledge that they are passing on.

About vocational education training

Australian Skills Quality Authority (ASQA)

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. The AQF define the essential characteristics, including the required learning outcomes, of the different types of qualifications issued including in the vocational education training system in Australia.

The ASQA is the national regulator for vocational education and training sector. ASQA ensures that accredited courses meet nationally consistent standards, so that students, employers, government, and the community can have confidence in the integrity of national qualifications issued by training providers.

Training packages must meet the packaging rules set by the Skills Service Organisations which are organisations that support Industry Reference Committees (IRCs) in their work to develop and review training packages.

Training packages specify the skills and knowledge needed by learners to reflect national consistency and ensure they have the work-ready skills and qualification to meet the industry needs.

See **Attachment A** for a template providing a description of a unit of competency requirements.

Qualification Competency

The successfully complete the Certificate IV in Government and/or Diploma of Government Investigations a person is required to demonstrate **competency** in all elements of each unit of competency in the qualification package.

Competency based training requires a person to focus on their ability to demonstrate they can undertake a particular task to a certain level of achievement. Once this level is achieved, the person receives a result of 'competent'.

Many Australian Qualification Framework certificates III and IV, diplomas, advanced diplomas, are competency-based.

Competency-based training is centred on demonstrated competence against industry-defined standards of performance, rather than strict course durations.

Upon successful completion of a Certificate IV in Government Investigation and/or Diploma of Government Investigation, a student will be awarded a record of results deeming them competent in the units of competency they have completed.

Assessment Requirements

High-quality training and assessment mean students are well-equipped for employment or further study, their qualification is seen as credible when they enter the job market; and they are judged by employers as holding the skills and competencies specified in their qualification.

Principles of Assessment and Rules of Evidence

The RTO standards provides that assessments are conducted with the Principles of Assessment and Rules of Evidence.

PRINCIPLES OF ASSESSMENT	RULES OF EVIDENCE
Fairness	Validity
Flexibility	Sufficiency
Validity	Authenticity
Reliability	Currency

Each unit of competency will have assessment requirements comprising of Performance Evidence, Knowledge Evidence and Assessment Conditions.

Performance Evidence	<ul style="list-style-type: none"> specifies the required product and process evidence specifies the frequency and/or volume of product/process evidence specifies the relationship between the product and process evidence and the performance criteria.
Knowledge Evidence	<ul style="list-style-type: none"> specifies what the individual must know in order to safely and effectively perform the work task described in the unit of competency relates directly to the performance criteria and/or range of conditions indicates the type and depth of knowledge required to meet the demands of the unit of competency.
Assessment Conditions	<ul style="list-style-type: none"> stipulates any mandatory conditions for assessment specifies the conditions under which evidence for assessment must be gathered, including any details of equipment and materials, contingencies, specifications, physical conditions, relationships with team members and supervisor, relationship with client/customer, and timeframe specifies assessor requirements, including any details related to qualifications, experience and industry currency.

Reasonable adjustment

If a student believes they may be disadvantaged in assessment because of a personal characteristic/disability, they should discuss this with their assessor before assessment commences. The assessor will follow the reasonable adjustment procedure, which means that adjustments are made to the way assessment is carried out without weakening the rigour of assessment, to a standard that reflects the reasonable adjustments that would be made in the workplace.

Cheating and plagiarism

Cheating is defined as: the practice of deceptive acts for the purpose of obtaining competency result in any assessment event. Cheating includes assisting another's work to deceptively obtain a competency result.

Plagiarism is defined as a type of cheating that involves the use of published or unpublished works of others and misrepresenting the material as one's own work.

Students may be required to complete some assessment tasks unsupervised.

For any assessment that requires a student to conduct research and respond to questions, student must provide answers in their own words.

If a quote is required, the source must be referenced (ie. author, title and date of publication and URL, where relevant, as well the page number the quote was taken from).

A student must not copy another student's work. ICETS assessors use software to review answers against previously submitted answers and are able to determine if an answer has been previously submitted.

If the assessor finds that a student has copied another student's work, they may be marked as fail for the assessment. If a student is again found to have copied another student's work, they may be suspended from undertaking further course work.

ICETS assessment marking time policy

Upon submission of an assessment, ICETS assessors will mark the assessment within 10 business days, unless there are unforeseeable circumstances that cause a delay.

If for any reason, a student requires the assessment to be marked sooner, they will need to contact the ICETS Team (via E: support@icets.com.au) and request this.

Unique Student Identifier (USI)

The Certificate IV in Government Investigations and Diploma of Government Investigations are nationally recognised qualifications.

A USI is your individual student identifier (a string of numbers and letters) that provides an online record of your vocational education and training (VET) undertaken in Australia.

Since new requirements were introduced by the Australian Government Department of Education, Skills and Employment in 2021, it is now compulsory for all Australian students to get a USI number.

Upon your enrolment you will be asked to provide your USI.

Benefits to you by having an USI are:

- Your VET records are not lost.
- Your VET achievements will be linked regardless of where you studied.
- Easier access to get a digital copy of your VET records.

Persons can obtain their USI from www.usi.gov.au

ICETS Course Enrolment Process

Step 1: Enrol via the website www.icets.com.au

To enrol in an ICETS course program, visit the website www.icets.com.au and select your nominated course. Complete the enrolment information.

As part of the enrolment process, the person enrolling in the course should have their Unique Student Identifier number ready to provide.

Step 2: Nominate person or entity paying the course enrolment fee

When completing the enrolment application, nominate if the employer or student is to pay the course enrolment fee. If another entity is paying the course enrolment fee, enter their details in the employer section.

Step 3: Receive a tentative booking confirmation for the nominated course

Upon enrolment, a tentative booking confirmation is provided to the student.

ICETS will review a person's enrolment to ensure the course program is suitable.

Step 4: Once the enrolment is approved, the pay deposit or full course fee to confirm the booking

A student's enrolment in a course is not confirmed until a deposit of full payment of the course fee has been paid.

Step 5: If a person intends to seek credit for a unit of competency or apply for RPL, this should be done before the course starts.

Step 6: When the invoice is paid:

For self-paced distance learning students, students will be emailed further information to access the learning management systems.

For virtual classrooms and face-to-face courses who have either paid a deposit or the entire course fee, students will be contacted prior to the course commencement date with further information and their learning accounts will be activated within 7 days of the course commencement date.

ICETS course cancellation or rescheduling

ICETS reserves the right to amend, reschedule or cancel courses at any time if required; however the ICETS Team does it best to avoid this occurring.

Where ICETS is required to cancel or reschedule a course and a student has paid the course enrolment fee (or a deposit), ICETS will offer to transfer the student to another suitable course (at no cost), or refund any monies paid.

General requirements for all ICETS courses

English proficiency: due to the nature of the course program and the concepts used, it is important to understand the minimum English language requirements before undertaking the course.

For a Certificate IV course, students who do not speak English as their first language should have:

- International English Language Testing System (IELTS) Academic: overall 5.5 (with no score lower than 5.0).

For a Diploma course, students who do not speak English as their first language they should have:

- International English Language Testing System (IELTS) Academic: overall 5.5 (with no score lower than 5.0).

ICETS may request and require proof of English proficiency.

Digital literacy and technology resources: Course participants will be required to access the ICETS online learning platforms during the course. Students are required to have basic computer literacy.

This means the ability:

- to turn a computer on / off, set the computer's wifi / internet access, access programs via the internet, undertake searches using the internet
- to download and save Word and PDF documents
- for basic typing skills
- to save documents and recall the document when required.

Students are required to have access to or bring their own computer/laptop with the capabilities of:

- Wi-Fi capability
- Web browser (Google Chrome, Firefox or Internet Explorer v.11 or better)
- Adobe PDF reader or similar application
- Microsoft Office Word
- A USB device, for backing up electronic material

It is also beneficial for students studying virtually or by distance learning, to have two screens when completing the course work.

Pre-course work: there is no mandatory pre-course work required before delivery of the course program.

Course Fees

The Certificate IV in Government Investigations and the Diploma of Government Investigations do not qualify for VET FEE-HELP.

Course enrolment fees¹

Certificate IV in Government Investigations	
Virtual classroom	\$2,600.00 per student
Face-to-face in person	\$3,200.00 per student
Self-paced distance learning	\$2,100.00 per student

Diploma of Government Investigations	
Self-paced distance learning	\$3,500.00 per student

¹ As at 12 January 2023 and may be subject to change.

Upon enrolment in a course program, ICETS will issue the student or their employer or other stated entity, an invoice for the course enrolment fee. If a Purchase Order is provided, this will be stated on the invoice.

An enrolment in a course is not confirmed until a deposit or full payment of the course has been received.

Face-to-face and virtual classroom learning pathways- for individuals (not from an agency or government organisation) a deposit of \$1450 via direct deposit, credit or debit card or a selected payment plan through Ezypay is required to secure your position.

For agencies and government organisations a deposit of \$1450 or payment of full course fees via direct deposit, credit or debit card payment, unless other terms are specified in a training proposal.

Self-paced distance learning pathway - students will receive information to access ICETS learner management system/s and be able to start their course upon receipt of payment or payment of a deposit and entry into a payment plan.

Government / Organisation Clients: Please email a remittance advice with the organisation details and student/s name/s to: info@icets.com.au

Upon successful completion of the course content, the qualification WILL NOT be awarded if any course or other fees are outstanding.

Flexible payment options

ICETS supports accessibility to learning. If there is financial hardship or difficulty paying the course enrolment fee, ICETS can consider payment plan options. Contact ICETS staff to discuss this further.

If a payment plan is provided, if fees are not paid as per an agreed schedule or within the agreed timeframe, the student's enrolment may be suspended. If no payment is made, ICETS may suspend the enrolment with no refund for monies paid.

Cancellations and refunds

A course enrolment fee or deposit is not refundable should you decide not to proceed with your course less than 10 working days prior to the date of course commencement, or if you fail to attend the course, unless there are exceptional circumstances. ICETS may ask for proof of exceptional circumstances.

Notification of cancellation and refund request must be made in writing to info@icets.com.au at least 10 working days before the course is due to commence.

In the event of a cancellation, ICETS will refund the fees paid in full if ICETS is advised in writing of a cancellation more than 10 working days prior to the program commencement date.

In the event of notification of a cancellation less than 10 working days before the program commencement date, fees paid will not be refunded.

ICETS cannot accept responsibility for changes to work commitments or personal circumstances within this 10 working days period before the course commencement date.

Enrolment changes

Transferability of course enrolment – same student

Requests for transfers to alternate programs, either a change of attendee or a change of course program, can be arranged if ICETS is advised in writing to info@icets.com.au or ICETS staff, more than 10 working days prior to the course commencement date and there is availability on the selected program.

One transfer will be accepted without charge where ICETS has been notified in writing at least 10 working days prior to the scheduled commencement date.

All subsequent transfers will attract an administration charge of \$55.00 (incl. GST).

Transferability of course enrolment – to another student

Requests for substitutions are to be made in writing to info@icets.com.au and can be made at any time up to 10 working days before the program commencement date.

Non-attendance

If a student fails to attend a program, program fees will NOT be refunded or allocated to another program, unless exceptional circumstances exist.

Cancellation or withdrawal by student

ICETS does not offer a refund once a student has commenced a course program.

Commencement means - the student has been enrolled in the course, their access to the learning platforms has been provided and the course has commenced. For virtual and face-to-face courses, this is the first day of the course. For distance learners this is upon payment of the invoice and activation of the student's enrolment and the supply of access to the learning platforms.

A student who wishes to withdraw, must notify ICETS in writing. All course fees must be paid and ICETS will issue a statement of attainment of any units of competency the student has completed. Upon withdrawn access to the learning management system will be cancelled.

Application for Extension

Certificate IV in Government Investigations – students have 12-months to complete the course work. Following commencing the course, students are provided with course progress reminders at 3-months, 6-months and 9-months after their enrolment.

Diploma of Government Investigations – students have 24-months to complete the course work.

ICETS appreciates life can get busy with work, family and other commitments.

In exceptional circumstances, a 3-month extension may be granted where the student has demonstrated a commitment to course completion.

A fee of \$250.00 applies for an extension, payable if an extension is granted. The extension will not be activated until the extension fee has been paid.

A student may request a second 3-month extension, where the student has demonstrated a commitment the course completion and there are exceptional circumstances.

A fee of \$250.00 applies for a second extension request, payable if an extension is granted. The second extension will not be activated until the extension fee has been paid.

No further extension will be granted after the expiration of the second extension period.

Students are required to apply for an extension at least 30 days before their course expiration date.

To apply for an extension, email info@icets.com.au for the application form or print out the form from the resources section in aXcelerate. The completed form is to be sent to your facilitator or ICETS staff at support@icets.com.au or info@icets.com.au

ICETS reserves the right to automatically CANCEL an enrolment if no contact has been made after the 12-month course duration expiry date for a Certificate IV in Government Investigation course or 24-months course duration expiry date for a Diploma of Government Investigations course.

Completed units of competency

If the timeframe for completion of the course has expired, the student has not completed all the course work and does not wish to apply for an extension, subject to payment of the course fee ICETS will issue the student with a statement of attainment showing the completed units of competency.

Re-enrolment fee

If the approved timeframe for course completion has expired (including an extension periods), a student may re-enrol in the same qualification course program and if applicable, receive credit for the units of competency that have been completed. The reenrolment must occur within 12 months of the expiration of their previous enrolment completion date.

Re-enrolment fees² are:

Certificate IV in Government Investigations	
To re-attend a face-to-face in-person course program	\$2,000.00 per student
To re-attend a virtual classroom course program	\$1,500.00 per student
To re-enrol in the distance learning program	\$1,000.00 per student

Diploma of Government Investigations	
To re-enrol in the distance learning program	\$1,500.00 per student

Applying for credit or recognition of prior learning

A key pillar of the VET system is that nationally recognised endorsed qualifications or units of competency are recognised and portable across the country. If a student provides suitable evidence,

² As at 31 October 2022 and may be subject to change.

they have successfully completed a unit of competency at any RTO which is relevant to their current course, they should be granted credit for the unit of competency.

A person may RPL up to three units of competency whilst being enrolled in a course, without incurring any additional fees.

ICETS will accept and provide credit to students for units of competency and/or modules which is evidenced by:

- Australian Qualifications Framework (AQF) certification documentation issued by another RTO or AQF authorised issuing organisation; or
- Authenticated vocational education and training transcripts issued by the Register.

Recognition of prior learning (RPL) based on work experience

RPL is a form of assessment used to determine whether you have acquired, through work, life experience or previous training, the skills, knowledge and experience needed to meet the standards of a particular course or qualification, and that these skills are current.

Persons seeking RPL will need to be prepared to provide evidence of skill demonstration in any event to ensure they meet the requirements for competency. ICETS can provide a RPL kit upon request which provides further information.

RPL Costs

Application of a full RPL of the Certificate IV in Government Investigations qualification costs \$2,000.00. RPL of a unit of competency costs \$220.00.

Application of a full RPL of the Diploma of Government Investigations qualification costs \$2325.00. RPL of a unit of competency costs \$320.00.

Learner Code of Conduct

Each student has the right to:

- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Be treated fairly and with respect by all students and staff.
- Not be harassed, victimized or discriminated against on any basis.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimized.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support options offered by ICETS to effectively participate in their training program.
- Access their personal records.
- Appeal assessment decisions.
- When appropriate, have previous learning recognised (RPL).
- Have their safety and dignity maintained.
- Receive culturally appropriate training.
- Have their personal details and records kept private and secure according to our privacy policy.

- Have their complaints dealt with fairly, promptly, confidentially and without retribution.

All students, throughout their training and involvement with ICETS, are expected to:

- Ensure they have read, understood and agree to all terms and conditions outlined in the ICETS student handbook.
- Students agree by signing their enrolment form, that they have read and understood the conditions set out and that on act of their signature binds them to follow the terms and conditions in this handbook.
- Provide honest and true information.
- Understand that Australian Skills Quality Authority (ASQA) may change rules and guidelines at any time, which may affect their enrolment. If at any point a student's enrolment has must be changed or amended due to ASQA rules or guidelines the student agrees not hold ICETS liable for any damages in this event. Students agree to work with ICETS to find a solution to the matter of which may or may not be out of ICETS control due to regulation changes.
- For face-to-face courses, dress smart casual (comfortable) dress attire or (or as directed by your employer for in-house programs).
- Take responsibility for their own learning and be punctual and attend all face-to-face courses and virtual classrooms.
- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Notify ICETS if any of their personal or contact details change.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and free of cheating or plagiarism.
- Make payments for their course enrolment fee within agreed time frames.

Inappropriate Behaviour

Abusive, bullying or aggressive phone calls or emails will also not be tolerated. If a student is found to have acted in an unacceptable manner, they will be given a formal written warning. Further breaches will result in removal from the course with no refund.

The consumption of or being under the influence of alcohol or illicit substances during training hours or abusing a facilitator or other students will not be tolerated. Such behaviour will result in the student being asked to leave the premises and possibly may also result in them being removed from the course with no refund.

PSP40416 Certificate IV in Government Investigations

The qualification allows for the attainment of occupational specific competencies for those working in operational roles undertaking government investigation related functions, with a particular focus on meeting the ethical and legislative requirements of the public service. It is suitable for individuals who need to apply a broad range of specialised knowledge and skills in specific contexts within the investigations and regulatory compliance environment.

Australian Government Investigation Standards

The Australian Government Investigations Standards (AGIS) provides the Certificate IV in Government Investigations as the recommended minimum level of training or qualification for investigations staff and should be obtained before an officer is primarily engaged as an authorised officer, inspector or investigator.

Packaging Rules

15 units of competency are required for this qualification comprising of 6 core units and 9 elective units. Time to complete the course program is 12-months.

PSP40416 Generalist Qualification The generalist qualification covers the broad range of skills required to operate without supervision in a government investigations environment where an individual is required to plan, initiate, conduct and finalise an investigation. No licensing, legislative or certification requirements apply to this qualification at the time of publication.			
Code	Title	ICETS Topic Number	Nominal hours*
Core Units			
PSPREG003	Apply Regulatory Powers	01	60
PSPINV001	Plan and initiate an investigation	04	50
PSPINV002	Conduct an investigation	05	40
PSPREG012	Gather information through interviews	08	50
PSPINV003	Finalise an investigation	12	30
PSPETH002	Uphold and support the values and principles of the public service	14	40
Elective Units			
Group A: Work health and safety			
BSBWHS301	Assist in Maintaining Workplace Safety	15	40
Elective Units			
Group B: Regulatory Compliance specialisation			
PSPREG005	Assess Compliance	02	60
PSPREG013	Undertake inspections and monitoring	03	40
PSPREG006	Produce formal record of interview	09	60

PSPREG008	Act on non-compliance	10	30
Elective Units			
Group C: General elective units			
PSPREG009	Conduct search and seizure	06	60
PSPCRT007	Compile and use official notes	07	30
PSPREG010	Prepare a brief of evidence	11	60
PSPREG011	Give evidence	13	30

* Nominal hours are nationally agreed hours data agreed to by all States and Territories for the use in national reporting of VET data only.³ The Australian Qualifications Framework provides the volume of learning that a Certificate IV should take is 0.5-2.0 years and between 600 to 2400 hours. Note: nominal hours are guide only. From experience, ICETS has found student complete the course work in significantly shorter periods.

Assessments

The Certificate IV in Government Investigations is a nationally recognised qualification and as such requires all students who wish to achieve this qualification must demonstrate competency to the national standard.

This requires the completion and submission of assessments for each unit of competency covered during the course. ICETS use two web based online learning platforms for all students to submit their items of assessment, these are:

1. aXcelerate
2. Comtrac

Most course assessments are submitted online and have been designed around a scenario-based learning and assessment strategy (LAS). Participants demonstrate their knowledge and skills by responding to a scenario-based program in incremental stages as they progress through the course.

If an assessment is graded Not Yet Satisfactory it will be returned to the student with feedback and an opportunity to resubmit.

ICETS will allow up to three attempts per topic, a failure to achieve accuracy for the assessment after three attempts will result in an inability to reach the required competency level and the student will be deemed Not Competent in that topic.

Learning pathways

ICETS provides its students with a number of learning pathway options:

- Virtual classrooms
- Face-to-face in-person program
- Self-paced distance learning

Students have 12-months to complete the Certificate IV course work.

Following commencing the course, students are provided with course progress reminders at 3-months, 6-months and 9-months after their enrolment.

³ See <https://www.ncver.edu.au/rto-hub/statistical-standard-software/nationally-agreed-nominal-hours> as updated in May 2022 (Accessed 7 September 2022)

Face-to-face in-person course program and virtual classroom

The virtual classroom involves 9 classroom days.

The face-to-face in-person program involves 10 classroom days.

Students have 12-months to complete the course work.

The typical format for the delivery of the Certificate IV in Government Investigations face-to-face in-person classroom or virtual classroom is four daily sessions. **Attachment B provides an indicative timetable of a typical course program.**

The course program will commence on or about 8:30am each day and end on or about 16:00 over a the classroom days.

A large portion of the practical assessment for the course focuses on a scenario-based investigation. The course group will discuss and apply investigative skills and concepts to the scenario before students are required to prepare and submit their assessments individually in the relevant online training platform.

Post-course work: the classroom program has allocated assessment sessions within the daily timetable. However, depending on your individual learning styles and your proficiency with computer systems some course assessments may need to be completed outside of the course.

Topics 14 PSPETH002 Uphold and Support the Values and Principles of the Public Service and 15 BSBWHS301 Maintain Workplace Safety are required to completed on-line outside of the course contact hours.

Class attendance: students are required to attend all face-to-face or virtual classroom days. If a student fails to attend, they will be disadvantaged in progressing through the course.

Students are required to notify the facilitator if they are going to be late, unable to attend a classroom day or need to leave early.

A student may be required to complete the missed course work outside of course contact hours.

Training Venue: for public courses, some of the venues used will be conference venues. ICETS will make every effort to negotiate with the venue to accommodate ergonomic requests from students. Students experiencing any discomfort during the course are welcome to take periods of time to stand at the back of the class, bring in devices to assist them with ergonomic requirements or negotiate with the facilitator alternative arrangements for students to complete assessment work outside of contact hours. For agency in-house courses, the agency will organise the training venue.

For parking at venues, ICETS holds no responsibility regarding availability of parking or security of personal vehicles.

Self-paced distance learning pathway

ICETS distance learning programs are designed to be self-paced with all course material, including assessments accessible through the aXcelerate learning platform. Students are also provided with access to Comtrac.

Students must initiate their own learning pace and discover the answers to assessment questions. While our support officers may point students to relevant course work, chapters or resources where answers may be found, they are not permitted to provide the answers to students.

ICETS staff are available to assist students to navigate the learning platforms: aXcelerate and Comtrac for functionality purposes only.

ICETS provides the learning framework for your studies, specific learning materials and electronic resources to support learning, and offer assessment services which include marking and feedback, and support students by answering course-related queries.

PSP50416 Diploma of Government Investigations

This qualification covers the competencies required by a person responsible for the coordination and conduct of investigations. It is suitable for individuals who apply integrated technical and theoretical concepts in a broad range of contexts to undertake advanced skilled duties in a government investigations environment.

Australian Government Investigation Standards

The Australian Government Investigations Standards (AGIS) provides the Diploma of Government Investigations for staff primarily engaged in the coordination and supervision of investigators.

Packaging Rules

11 units of competency are required for this qualification comprising of 5 core units and 6 elective units. Time to complete the course program is 24-months.

PSP50416		
This qualification covers the competencies required by a person responsible for the coordination and conduct of investigations. It is suitable for individuals who apply integrated technical and theoretical concepts in a broad range of contexts to undertake advanced skilled duties in a government investigations environment. No licensing, legislative or certification requirements apply to this qualification at the time of publication.		
Code	Title	Nominal hours ^{*, 4}
Core Units		
PSPETH003	Promote the values and ethos of the public service	30
PSPLEG003	Promote compliance with legislation in the public sector	25
PSPINV002	Conduct an investigation	40
PSPREG021	Coordinate investigation processes	80
PSPREG026	Review and evaluate investigations	40
Elective Units		
Group A: Work health and safety		
BSBWHS501	Ensure a safe workplace	60
Elective Units		
Group B: General elective units		
PSPGEN045	Coordinate resource allocation and usage	40
PSPGEN054	Use complex workplace communication strategies	Not specified
BSBPMG430	Undertake project work	60
Elective Units		
Other		
BSBOPS502	Manage business operational plan	70
PSPREG022	Supervise and carry out complex inspections and monitoring	Not specified

* Nominal hours are nationally agreed hours data agreed to by all States and Territories for the use in national reporting of VET data only. The Australian Qualifications Framework provides the volume of learning that a Diploma should take is 1-2 years and between 1200 to 2400 hours. Note: nominal

⁴ See <https://www.ncver.edu.au/rto-hub/statistical-standard-software/nationally-agreed-nominal-hours> as updated in May 2022 (Accessed 7 September 2022)

hours are guide only and from experience, ICETS has found student complete the course work in significantly shorter periods.

Assessments

The Diploma of Government Investigations is a nationally recognised qualification and as such requires all students who wish to achieve this qualification must demonstrate competency to the national standard.

This requires the completion and submission of assessments for each unit of competency covered during the course. ICETS use a web based online learning platforms for all students to submit their items of assessment, this is aXcelerate.

Most course assessments are submitted online, and have been designed around a scenario-based learning and assessment strategy (LAS). Participants demonstrate their knowledge and skills by responding to a scenario-based program in incremental stages as they progress through the course.

If an assessment is graded Not Yet Satisfactory it will be returned to the student with feedback and an opportunity to resubmit.

ICETS will allow up to three attempts per topic, a failure to achieve accuracy for the assessment after three attempts will result in an inability to reach the required competency level and the student will be deemed Not Competent in that topic.

Learning pathways

The Diploma of Government Investigations is delivered via:

- self-paced distance learning

Students have 24-months to complete the Diploma course work.



Successful course completion

Within 14 days of successful completion of the course assessments, ICETS will issue the student with their testamur and record of results. The documents will be emailed to the student at their provided email address. Hardcopy documents can be requested at the student's expense.

Students are responsible for ensuring ICETS has the correct contact details to provide these documents.

ICETS do not provide to a copy of the certification documents to another party, such as an employer.

If a student requires a reprint of already issued testamur or record of results, the following fees apply:

- Electronic copy of testamur or record of results – no charge. Students are able to download their certificate from their learning management account.
- Print out of certificate and record of results \$29.00 (including postage).

Changes to a Qualification

A general direction may be given by the Australian Skills Quality Authority (ASQA), as the National VET Regulator, on how a registered training organisation is to comply with the VET Quality

Framework and other conditions of registration as defined in the Act. This may include changes to a Qualification.

It is a condition of registration that the RTO must comply with any such General Direction and as such students will be notified in regard to changes to the qualification by email and via the announcements tab in the learner management system aXcelerate.

As part of any changes to a qualification, a teach-out period may apply. A teach-out period is a term used to describe the timeframe after a training product has been superseded, removed or deleted from the National Register, and any transition period has expired, in which a learner's training, assessment and AQF certification documentation issuance must be completed. We will notify students of any teach-out periods that apply to their qualification.

Privacy Notice

Under the *National Vocational Education and Training Regulator Act 2011* and National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, ICETS is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

The Data Provision Requirements 2020 clarify what information must be provided to the Australian Skills Quality Authority (ASQA) and reduce duplication to help registered training organisations (RTOs) meet their existing obligations.

As a condition of registration, RTOs are required to comply with the VET Quality Framework, which includes the Data Provision Requirements 2020.

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by ICETS for statistical, regulatory and research purposes ICETS may disclose your personal information for these purposes to third parties, including:

- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;

Personal information disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

Appeals and Grievances

If a student has a concern, they should initially discuss their concern with the relevant staff member of ICETS. If the student is not satisfied with the outcome, they are then able to elevate complaint.

Policy

The key principles of the policy are:

All grievances 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 grievance procedure.

All grievance appeals and outcomes will be documented in writing.

ICETS will attempt to resolve any grievances fairly and equitably within 10 working days.

Procedure

We take all feedback, including complaints seriously. If you are dissatisfied with any aspect of the training or assessment, please speak to your facilitator immediately.

If your concern is not resolved, you are encouraged to contact the Training Manager on 1300 795 945. You may be asked to outline the nature of your complaint and specific details on a formal complaint form or attend a meeting with management.

ICETS management will investigate the issue, take action to resolve your concerns and provide you with a response.

If you are not satisfied that the issue has been resolved by ICETS, you may escalate your concern to external and independent parties such as:

- Australian Skills Quality Authority (ASQA) – www.asqa.gov.au
- Anti-Discrimination Board
- Your legal or union representative
- Consumer Affairs or other bodies as appropriate.

All complaints brought to the attention of management (verbal or written format) are recorded in-confidential student files.

Workplace Health and Safety

Health and Safety is an individual and shared responsibility of everyone in the training venue or workplace. ICETS will make every reasonable effort to ensure that we have considered all areas of accident and injury prevention, hazard control, health preservation and promotion.

All learners have a “duty of care” to protect their own safety as well as that of other students and trainers. The success of a safety and health program ultimately rests on the willingness of everyone to cooperate. If you are ever in doubt about how to do a job or task safely, it is your responsibility to ask your trainer for advice or assistance. It is your “duty of care” to:

- Report unsafe conditions, hazards, incidents, accidents and “near misses” immediately to the trainer.
- Follow all lawful instructions given by your trainer.
- Only use equipment and machinery that you have been taught to operate correctly. Follow manufacturer’s instructions for use at all times.
- Inform staff of any medical condition that may affect their work or of any medication they are required to take.

Workplace Health and Safety is legislated by two government bodies - Worksafe Australia and the relevant state Workcover Authority (e.g. Workcover Queensland). More information about Queensland regulations, standards and requirements can be found at <http://www.worksafe.qld.gov.au>

Emergencies during in-house course programs

In the unlikely event of an emergency such as a fire or bomb threat, you may need to evacuate.

The evacuation procedure is essentially:


- Remain calm
- Follow the instructions given by your facilitator or safety representative
- Move to designated assembly area
- List and respond to the roll call
- Remain in the evacuation area until you are instructed to leave by your trainer or safety representative

Attachment A

TEMPLATE - UNIT OF COMPETENCY REQUIREMENTS

UNIT CODE <small>MANDATORY FIELD</small>	The unit code contains the three alpha characters identifying the Training Package, followed by alpha and/or numeric characters. It must comply with the length specified in the AVETMIS Standard (no more than 12 characters).
UNIT TITLE <small>MANDATORY FIELD</small>	The title concisely describes the unit outcome. It must comply with the length specified in the AVETMIS Standard (no more than 100 characters).
APPLICATION <small>MANDATORY FIELD</small>	The application section briefly describes how the unit is practically applied in the industry and in what context(s) the unit may be applied. It includes: <ul style="list-style-type: none"> a summary statement of unit content; focused, useful information on how and where the unit of competency could be practically applied and who might use it; and the unit of competency's relationship to any licensing, legislative, regulatory or certification requirements. Where no requirements exist, insert: <i>No licensing, legislative or certification requirements apply to this unit at the time of publication.</i>
PREREQUISITE UNIT <small>OPTIONAL FIELD</small>	List any unit(s) in which the candidate must be deemed competent prior to the determination of competency in this unit.
COMPETENCY FIELD <small>OPTIONAL FIELD</small>	Used only when the Training Package developer wishes to categorise a set of units within a Training Package in relation to a type of work.
UNIT SECTOR <small>OPTIONAL FIELD</small>	Used only when the Training Package developer wishes to categorise a set of units within a Training Package in relation to an industry sector.
ELEMENTS <small>MANDATORY FIELD</small>	PERFORMANCE CRITERIA <small>MANDATORY FIELD</small>
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Elements describe actions or outcomes that are demonstrable and assessable.	1.1 Performance criteria clearly relate to the element. 1.2 They are expressed as a standard. 1.3 They specify the required performance in relevant tasks, roles, and skills. 1.4 They reflect the applied knowledge that enables competent performance.
FOUNDATION SKILLS <small>MANDATORY FIELD</small> This section describes those language, literacy, numeracy and employment skills that are essential to performance. Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement. Where all foundation skills essential to performance in this unit are explicit in the performance criteria insert: <i>Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.</i>	
RANGE OF CONDITIONS <small>OPTIONAL FIELD</small> Specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Range is restricted to essential operating conditions and any other variables essential to the work environment.	
UNIT MAPPING INFORMATION <small>MANDATORY FIELD</small>	Specifies code and title of any equivalent unit of competency. If no equivalent insert: <i>No equivalent unit.</i>
LINKS <small>MANDATORY FIELD</small>	Link to Companion Volume Implementation Guide.

Indicative Classroom Timetable

			Certificate IV in Government Investigation Virtual Classroom Timetable				
			Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	Session 1	08:00-10:00 (AEST)	Course Introduction	Topic 2. ELECTIVE PSPREG005 Assess Compliance	Topic 4. CORE PSPINV001 Plan and Initiate Investigation	Topic 5. CORE PSPINV002 Conduct Investigations	Topic 6. ELECTIVE PSPREG009 Conduct Search and Seizure
	Break	10:00-10:15					
	Session 2	10:15-12:00	Topic 1. CORE PSPREG003 Apply Regulatory Powers (Powers)	Topic 3. ELECTIVE PSPREG013 Undertake Inspections and Monitoring	Topic 4. CORE PSPINV001 Plan and Initiate investigation	Topic 5. CORE PSPINV002 Conduct Investigations	Topic 7. ELECTIVE PSPCR007 Compile and Use Official Notes
	Lunch	12:00-12:30					
	Session 3	12:30-14:00	Topic 1. CORE PSPREG003 Apply Regulatory Powers (Offences)	Complete theory session / Assessment work	Complete theory session / Assessment work	Complete theory session / Assessment work	Complete theory session / Assessment work
	Break	14:00-14:15					
	Session 4	14:15-16:00	Assessment work	Assessment work	Assessment work	Assessment work	Assessment work
Week 2	Session 1	08:00-10:00 (AEST)	Topic 8. CORE PSPREG012 Gather Information Through Interviews	Topic 9. ELECTIVE PSPREG006 Produce Formal ROI	Topic 10. ELECTIVE PSPREG008 Act on Non-Compliance	Topic 12. CORE PSPINV003 Finalise Investigation	For large courses ROI for topic 9 part 2 Produce Formal ROI
	Break	10:00-10:15					
	Session 2	10:15-12:00	Topic 8. CORE PSPREG012 Gather Information Through Interviews	Topic 9. ELECTIVE PSPREG006 Produce Formal ROI	Topic 11. ELECTIVE PSPREG010 Prepare Brief of Evidence	Topic 13. ELECTIVE PSPREG011 Give Evidence	For large courses ROI for topic 9 part 2 Produce Formal ROI
	Lunch	12:00-12:30					
	Session 3	12:30-14:00	Complete theory session / Assessment work	Complete theory session / Assessment work	Complete theory session / Assessment work	Complete theory session / Assessment work	For large courses ROI for topic 9 part 2 Produce Formal ROI
	Break	14:00-14:15					
	Session 3	14:15-16:00	Assessment work	Assessment work	Assessment work	Assessment work	For large courses ROI for topic 9 part 2 Produce Formal ROI

SELF- PACED ONLINE COURSE UNITS:

Topic 14 CORE PSPETH002 Uphold and Support the Values and Principles of the Public Service

Topic 15 ELECTIVE BSBWHS301 Maintain Workplace Safety