







# INTERCEPT GROUP PTY LTD

Level 1, 86 Pacific Hwy, Tuggerah NSW 2259  
Telephone: 1300 302 444 ~ Fax: 02 4353 0920 ~ Email: [admin@intercepttraining.com](mailto:admin@intercepttraining.com) ~ Web: [www.intercepttraining.com](http://www.intercepttraining.com)  
M/L 407237392, NTIS ID 90719, RTO ID 332156

## Student Agreement

I, \_\_\_\_\_  
First Name \_\_\_\_\_ Surname \_\_\_\_\_  
of \_\_\_\_\_  
Address \_\_\_\_\_ State \_\_\_\_\_ Post Code \_\_\_\_\_  
Telephone : \_\_\_\_\_ Mobile : \_\_\_\_\_ Date of Birth : \_\_\_\_/\_\_\_\_/\_\_\_\_ Age : \_\_\_\_\_

**IN CONSIDERATION** of the Organiser permitting me to participate in any training course or any other activity with the Organiser I agree with it as follows:

- I UNDERSTAND** that participating in security, bodyguard, weapons or defensive tactics, cleaning training or other similar training may be **DANGEROUS** and I voluntarily **ACCEPT** the risk of damage consequent upon or arising from my entry as a student, and the use of the Organiser's facilities.
- I WILL NOT SUE** or take any other type of legal action against the Organisers for any negligence, tort, breach of contractual or breach or otherwise of any other legal or equitable rights, howsoever caused, and this indemnity will extend to and include any damage arising from my competing in a training and from my use of the Organiser's facilities and **I INDEMNIFY** the Organisers in respect of the same.
- I WILL** abide by the Rules and Regulations of the Organiser's as to the training and to the use of the Organiser's facilities and the directions of the Organiser's officials including the right to terminate or cancel my training and the use of the Organiser's facilities at any time and for any reason.
- THE PERSONAL INFORMATION** I have supplied to the Organiser regarding my qualifications, experience and any other matter associated with the training is true and correct and I have **READ AND UNDERSTOOD** all of the clauses of this agreement before signing the same and before my use of the Organiser's facilities or before commencing any activity with the Organiser.
- REFUND POLICY** - The Organiser has a policy of 100% refund of any money paid prior to commencement of any course if a request is received in writing 14 days prior to the course. Between 13 days and 7 days prior to the course there is a 75% refund, and between 6 days and the course commencement there is a 50% refund at the discretion of Intercept Security Training. **If a student withdraws during a course** for any reason whatsoever including a reason attributed to the Organiser, no refund is available. A pro-rata credit applies to complete the course or a similar course at a later date at the discretion of the Organiser.
- IN THIS AGREEMENT** and in the Guardian's Consent and indemnity set out below (if any) the following words shall respectively mean:  

**"the Student"** - the person named as such above including any party they are contracting or acting on behalf of

**"the Organiser"** - John Forsyth, Intercept Group or any other franchise or licensee branch and any directors, officers, managers, advisors, employees, agents, licensees, sub-contractors, subsidiaries, holding companies, associates and assignees, or any person associated with the persons or entities in any way; the facilities used, venues, company in control of the venue or any company or person authorising the use of the training venue, its directors, officers, managers, advisors, employees, agents, licensees, sub-contractors, subsidiaries, holding companies, associates and assignees or any person or company associated in any way or any of the companies or entities listed under this heading "the Organiser".

**"the Organiser's facilities"**- the land and buildings, vehicles and equipment associated with any part of the training, including any range or driving facilities', outside activities, other venues used during the training, or accommodation.

**"use of the Organiser's facilities"**- the use by the student or his attempted use of the Organiser's facilities whether such use or access is in breach of this agreement or the Organiser's Rules and Regulations or authorised or otherwise and whether intended to be so used or not.

**"damage"** - all loss or damage, costs or expenses, whether direct or indirect flowing from any legal liability, claim, demand, right of action, proceedings or judgment of whatever nature and whether arising at law or in equity and whether suffered to the person or property of the Organiser, the Student, or any other person or corporation and whether arising out of or consequent upon the negligence of the Organiser, the Student or otherwise.

**"Rules and Regulations"**- the Rules and Regulations are the Rules and Regulations relating to any Training which are available from the Organiser, and include all amendments or alterations to the Rules and Regulations made from time to time including all verbal directions given by the Organiser or any person associated with the Organiser..

Student Name : \_\_\_\_\_ Signature of Student : \_\_\_\_\_ Date : \_\_\_\_/\_\_\_\_/\_\_\_\_

### **ADULT GUARDIAN CONSENT AND INDEMNITY**

#### **Required if Student under 18**

I, \_\_\_\_\_  
Full Name \_\_\_\_\_  
of \_\_\_\_\_  
Address \_\_\_\_\_  
Occupation : \_\_\_\_\_ Relationship to Child : \_\_\_\_\_

**HEREBY CONSENT** to the Student's use of the Organiser's facilities and entry into the Training and in consideration of its permitting such use or entry at my request upon the terms and conditions appearing above **WHICH I HAVE READ AND UNDERSTOOD** prior to the Student signing the agreement and my signing this Consent and Indemnity

I **HEREBY AGREE** to be liable for and **INDEMNIFY** the Organiser against any damage (as hereinbefore defined) suffered or incurred by the Organiser as a result of any actions or failure to act, and any behavior whether negligent or otherwise of the Student and whether caused by the Student's breach of any of the terms and conditions above appearing or the Rules and Regulations or instructions of the Organiser.

Guardian Name : \_\_\_\_\_ Signature of Guardian : \_\_\_\_\_ Date : \_\_\_\_/\_\_\_\_/\_\_\_\_



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## Code of Practice

**Educational Standards** – The Intercept Group has developed a Code of Practice. We maintain policies and management practices, which provide for the highest delivery of educational standards within New South Wales. It also covers the marketing and delivery of vocational education and training services, which safeguard the interests and welfare of our students and trainee's.

The Intercept Group is accredited in New South Wales by the N.S.W. Security Industry Registry, which is a division of the New South Wales Police Service. The N.S.W. Security Industry Registry must give authorisation before a company can commence security industry training.

The Intercept Group is also a Registered Training Organisation (RTO). This accreditation is given by the Vocation Education Training and Accreditation Board (VETAB). This government organisation controls the registration of companies wishing to deliver training of any kind in New South Wales. All standards laid out by VETAB, the Australian Qualification Training Framework (AQTF) are constantly being adhered to by The Intercept Group.

At all our venues we maintain a learning environment that is conducive to the success of the students. We have the capacity to deliver the nominated course(s) and we provide adequate facilities including tea, coffee and available parking. We use the appropriate methods and materials. There are no hidden costs in the training and all applicable fees are stated in the Student Pack.

**Refund Policy** – The Intercept Group has a policy of 100% refund of any money paid prior to the commencement of any course, if a request for refund is received in writing 14 days prior to the course. This refund is voided if the student transfers the original course or defers the commencement of their course.

Between 13 days and 7 days prior to the course there is a 75% refund and up to 6 days prior to the course commencement a 50% refund of money paid. If a student withdraws during a course there will be no refund.

**Enrolment / Admission** – Enrolment is finalised upon receipt of a completed application form with payment lodged at either the course or The Intercept Group's office.

The only admission criteria is that you are of an age near to licensing age and you do not have any criminal convictions that would stop you obtaining a licence.

**Award** – On successful completion of the course each student is awarded a Certificate as well as an Academic Statement. The Academic Record shows which units of competence that have been completed. (Should a student not complete all the required units in the course then a Statement of Attainment is awarded listing the units of competence that have been successfully completed.)

**Marketing** – The Intercept Group markets all vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this information, no false or misleading comparisons will be drawn with any other provider or course.

**Manuals / Facilities** – The tuition fee includes all relevant manuals and training materials. The only materials each participant is required to bring are notebooks and pen.

The lecturers use overhead projectors or videos where required. The training venues are conference facilities or educational classrooms.

**Recognition of Prior Learning (RPL)**– Students can apply for exemptions from units contained with in a course where they can demonstrate that they have the skills or knowledge already. These skills or knowledge may have been obtained from prior study (especially in similar courses) or even from life experience. Recognition of prior learning is a way of recognising these skills and knowledge. Obviously the prior learning must be relevant to a course of study offered by The Intercept Group. Apply to your course lecturer or through the Intercept Group's office.

You must provide **documentary evidence** of your prior learning for **each unit** you claim an exemption, and be assessed by the instructors or a panel established by The Intercept Group.

This assessment can only commence after the **application fee** is paid.

In the event that you are successful, you will not need to complete the unit / us you have been exempted from. This means you will not be graded by the Intercept Group for this unit, but will be recognised as having completed the unit. If you are unsuccessful, you have the opportunity to appeal to an appeal panel or to the Chief Executive of The Intercept Group as outlined in **Appeals on Assessment**.

**Outcomes** – On successful completion of our courses you will:

- Have demonstrated the necessary knowledge to satisfy licensing authorities in order to obtain any relevant licence (where applicable) and
- Be able to appropriately represent the industry in accordance with any legal requirements and
- Be able to protect the interests of yourself and your employer.

**Appeals on Assessments** – Any participant who is not satisfied with the outcome of their training may make an appeal. This appeal should be made directly to the course lecturer. The appeal period is 6 weeks from the completion of a course.

**Complaints** – If at any time during the course that you are attending you are unhappy over any facet of the training that we are delivering, and then a complaint may be logged with either the course lecturer or the Director of Training. They will organise a meeting to hear your complaint. If you are unhappy with the result of this meeting then you may lodge an appeal to the Chief Executive of The Intercept Group.

If the outcome of this appeal is not to your satisfaction then you should contact the Institute of Security Executives (ISE) for further assistance.

ISE may be contacted on (02) 9676 2766. The Department of Fair Trading may also be of assistance they can be contacted on (02) 9895

0111 or at 1 Fitzwilliam St Parramatta NSW. If the individual wishes to take the matter further, refer to: [www.training.com.au](http://www.training.com.au), or to the National Training complaints hotline on 1800 000 674 or email DEST [nationalcomplaintshotline@dest.gov.au](mailto:nationalcomplaintshotline@dest.gov.au).

**Support Services** – If any student has difficulty with any aspect of the course, you will be able to ask the instructor for extra assistance at any non-lecturing time.

If required you may also ring our office with any queries relating to the course or any difficulties you may have regarding your participation on any course.

Between the hours of 8.30am and 9.00pm Sydney time you can call our head office on 1300 302 444 and speak to one of our Instructors.

- If this is not convenient then you can email your questions to [admin@intercepttraining.com](mailto:admin@intercepttraining.com). Our email is checked at least four times per day so an answer is never far away.
- Questions can be written down and faxed to our head office on (02) 4353 0920.
- Questions can also be mailed.

In all cases if you would like an Instructor to contact you please let us know a convenient contact time.

**Credit Transfer** – Students completing certain units in a course offered by The Intercept Group may be eligible for credits in other courses. Contact the trainer / assessor or the office of The Intercept Group for assistance.

**Entry / Exit Points** – A student can complete any section(s) of a course or join a course at various entry points. Some students may only need to complete certain units of a course and are welcome to attend for these sections only.

**Guarantee** – The Intercept Group honors all guarantees outlined in our code of practice. Non - compliance can result in withdrawal of our registration.



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<b>APPLICATION CHECK LIST</b>	<i>Tick</i> ✓
1. I have completed the attached <b>INTERCEPT TRAINING APPLICATION FORM</b>	
2. I have read the <b>INTERCEPT TRAINING – CODE OF PRACTICE</b> and signed the Applicants Declaration Section, at the bottom of the Application Form.	
3. I have completed the attached <b>INTERCEPT TRAINING - LITERACY &amp; NUMERACY FORM</b> NOTE: THIS IS COMPULSORY FOR ALL APPLICANTS	
4. I have provided Intercept Training with the following forms of Identification : <ul style="list-style-type: none"> <li>• Clear Copy of my Photographic ID. (Eg ; Drivers Licence, Photo ID Card or Passport)</li> <li>• Clear Copy of my Green Medicare Card</li> <li>• Clear Copy of my Birth Certificate or other Identification (as required)</li> <li>• Your Certificates will be issued in the name shown on your Photographic ID</li> </ul>	
5. I have provided PAYMENT for my chosen COURSE and attached to my Application Form.	
<b>CERTIFICATES “ ALL APPLICANTS ”</b>  Your name and details must be written exactly the same on ALL APPLICATION FORMS as shown on your Photographic Identification, otherwise Intercept will be need to return your Application to you for correction.	
<p><b>Post or Fax <u>ALL</u> applications to :</b></p> <p>Intercept Group Pty Ltd P. O. Box 3531, TUGGERAH NSW 2259 Or Fax to : 02 4353 0920</p> <p><i>Not sure what to do : Telephone the Intercept Training Team on – Telephone 1300 302 444</i></p>	