ASSI International Pty Ltd — Registered Training Organisation 40477

Version 3.2, October 2026. Replaces Version 2.0 (August 2020).
Please read this handbook before you enrol. It explains your course, fees, refunds, assessment, support, and your rights and responsibilities.

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1. Welcome and contact details

Welcome to ASSI International Pty Ltd (ASSI). ASSI is a Registered Training Organisation (RTO 40477) regulated by the Australian Skills Quality Authority (ASQA). We train people for careers in investigation, and our training is delivered by working investigators with law enforcement and private investigation backgrounds.

Postal address	PO Box 154, Kalamunda WA 6926	
Phone	0417 189 341 (urgent matters only – see “How to contact us” below)	
Email	reception@assi.com.au	
Website	www.assi.com.au	
Office hours	Monday to Friday, 9am to 5pm, Perth time (AWST)	
Staff	**Role**	**What to contact them about**
Adrian Francis	Training Director, Trainer and Assessor	Training, assessment, RPL, appeals Email: adrian@assi.com.au
Amy Fourie	Student Coordinator	Enrolment, fees, the student interface, records, general enquiries

		Email: amy.fourie@trainingschool.com.au

ASSI is responsible for the quality of the training and assessment you receive and for issuing your qualification. ASSI does not currently use any third party to deliver training or assessment on its behalf.

How to contact us

Send a message to your trainer through the message system in the ASSI student interface, or email us. Please use the message system or email rather than telephoning – you get a written answer you can keep, and we can answer it properly. We aim to reply within 2 business days.

Enrolment, fees, payments, refunds, RPL, the student interface and records: Amy Fourie, Student Coordinator, amy.fourie@trainingschool.com.au.

Training, assessment and appeals: Adrian Francis, Training Director, adrian@assi.com.au, or a message through the student interface.

Formal complaints, appeals and refund applications must be made in writing to reception@assi.com.au so that they are recorded and dealt with under sections 5.3 and 10.

Telephone 0417 189 341 only if the matter is urgent, or if something is unsafe during a practical assessment.

2. Your course

2.1 CPP30619 Certificate III in Investigative Services

This nationally recognised qualification prepares you to work as an investigator doing factual investigation and/or covert surveillance work. You must complete **16 units of competency** (5 core and 11 elective).

Code	Unit	Type
CPPINV3026	Work effectively in investigative services	Core
CPPINV3027	Develop investigation plans	Core
CPPINV3028	Investigate and locate subjects	Core

Code	Unit	Type
CPPINV3029	Provide quality investigative services to clients	Core
CPPSEC3124	Prepare and present evidence in court	Core
BSBESB305	Address compliance requirements for new business ventures	Elective
CPPINV3030	Conduct factual investigations	Elective
CPPINV3031	Conduct interviews and take statements to support investigations	Elective
CPPINV3032	Develop factual investigation reports	Elective
HLTWHS003	Maintain work health and safety	Elective
PSPCRT007	Compile and use official notes	Elective
PSPREG006	Produce formal record of interview	Elective
PSPSEC009	Handle sensitive information	Elective
CPPINV3033	Conduct covert surveillance operations	Elective
CPPINV3034	Organise and operate surveillance vehicles	Elective
CPPINV3035	Develop surveillance investigation reports	Elective

2.2 How the course is delivered

The course is delivered in two stages.

Stage 1 — Online units. You work through the learning materials, readings, videos, knowledge questions and case-study assignments in the ASSI online student interface, at your own pace. You also receive the Investigating Made Simple textbook, the ASSI Online Training Manual (CPP30619, version 4.1) and an Investigator diary.

Stage 2 — Practical assessments. You complete four practical assessments using the ASSI phone app: taking a formal statement and conducting an interview, conducting a recorded record of interview, carrying out covert surveillance using a surveillance vehicle, and a video investigation assignment. You record each task on your own phone and upload it through the app, and your assessor reviews the recording and assesses your performance. Your assessor may also ask to watch a task live, or ask you to repeat part of a task live, where that is needed to confirm the work is your own or to check that you are working safely.

If you cannot safely complete a remote practical task, or you need a reasonable adjustment, talk to us about an alternative supervised arrangement.

2.3 How long it takes

- **Enrolment period: you must complete both stages within 12 months of enrolment. You agree to this when you accept the terms and conditions at enrolment.**
- **Amount of training:** the course is designed for about **581 hours** of learning, practice and assessment for someone new to the industry. At a steady pace this is about 15–22 hours a week over 6–9 months.
- **If you already have skills:** you may be able to complete faster through Recognition of Prior Learning or Credit Transfer (section 6).
- If you need longer: you must apply in writing for an extension before your 12 months ends, on one of the grounds set out in section 5.3. Extensions are considered case by case and are not automatic. Where one is approved it is confirmed in writing and kept on your file. Keeping track of your 12 months and applying in time is your responsibility. If your 12 months ends and no extension has been approved, your enrolment closes, no refund is given, and you must re-enrol and pay the full fee to start the course again (section 5.3).

2.4 What you need

- A computer or laptop with word processing software, and reliable internet
- A smartphone that can run the ASSI app — ASSI Practical Assessments on Android, or ASSI Video Interface on iPhone (iOS 16 or later) — with a good camera and enough data to upload video
- A current driver's licence and a registered, insured vehicle for the surveillance vehicle tasks

- A volunteer to play a role (e.g. interviewee or "subject") for some practical tasks

If you don't have something on this list, contact us before enrolling so we can discuss options.

3. Licensing

Most states and territories require investigators to hold a licence. Licences are issued by government regulators, not by ASSI.

- **New South Wales:** Class 2E (Private Investigator) security licence, NSW Police Security Licensing & Enforcement Directorate.
- **Victoria:** Victoria Police Licensing and Regulation Division. Victoria Police has confirmed in writing that ASSI's online delivery of this course is acceptable.
- **Queensland:** Office of Fair Trading.
- **Other states and territories:** check with your local regulator.

Regulators also check age, identity, criminal history and whether you are a fit and proper person. **Completing this course does not guarantee you will be granted a licence.** Please check the current requirements with your regulator before you enrol, especially if you have any concerns about eligibility.

4. Before you enrol

4.1 Enrolment steps

1. Read this handbook and the course information on our website.
2. Complete the online enrolment form, including your **Unique Student Identifier (USI)**. If you don't have a USI, create one free at usi.gov.au. We cannot issue your qualification without a verified USI.
3. Complete the **Language, Literacy, Numeracy and Digital Literacy check**. This is an ASSI requirement that helps us make sure the course suits you and plan any support you need.
4. Complete the **pre-training review**. It asks about your experience, study time, access to equipment, any support needs, and whether you'd like to apply for RPL.
5. We give you written advice on whether the course is suitable, any support we will provide, and your RPL options.
6. Accept the enrolment, confirm that you have read the refund policy in section 5.3, and pay the $900 Stage 1 fee. You will receive your student interface login within 24–48 hours, which gives you access to the written assignments. Once that access is given the $900 is not refundable — see section 5.3.

4.2 If the course may not suit you

If your LLN check or pre-training review shows a gap, we will talk with you about support we can provide, or suggest a more suitable option (such as an LLN program) before you pay.

5. Fees, payments and refunds

5.1 Course fees

Stage	What it covers	Fee
Stage 1 — Online units	Access to the student interface and the written assignments, textbook, training manual, Investigator diary, assessment and feedback	$900
Stage 2 — Practical assessments	Five practical assessments recorded and submitted through the ASSI phone app, with assessor review, feedback and certification	$695
Total		**$1,595**

All fees are in Australian dollars. The fees below are the total you pay – there are no enrolment, administration or material fees on top.

Other fees

Item	Fee
Recognition of Prior Learning (RPL) – full RPL, no units left to complete	$895
Partial RPL – some units still to be completed	$895 plus $200 for each unit you still have to complete
Credit Transfer	No charge
Replacement testamur or record of results	$25

There are no other fees. We will tell you in writing before any fee changes affect you.

5.2 Paying

The course is paid in two stages. You are not asked to pay for the practical stage until you have finished the written assignments and are ready to start it.

- **Stage 1 — $900**, payable when you enrol. This gives you access to the student interface and the written assignments, and your textbook, training manual and Investigator diary.
- **Stage 2 — $695**, payable when you have completed the written assignments. This gives you access to the practical video assignments.
- Total course fee: $1,595.

Payment can be made by credit card or by bank transfer. We send you an invoice with the payment details when each stage is due.

Protection of fees paid in advance: ASSI never holds more than $900 of a student's money for training and assessment that has not yet been delivered, because the second payment is not taken until the written assignments are complete. This keeps the amount ASSI holds in advance well below the $1,500 threshold that applies to prepaid fees in vocational education and training.

5.3 Refund policy

Please read this section before you enrol. This is a nationally accredited qualification that leads to a licence, and it takes real work. Before you pay anything you receive this handbook and the course information, complete a Language, Literacy, Numeracy and Digital Skills check and a pre-training review, and we tell you in writing whether the course suits you and what support we can provide. Once you accept a place and we open a stage of the course to you, ASSI has paid to set you up and has given you the course material for that stage. From that point the fee for that stage is not refundable.

When each payment becomes non-refundable

- **Stage 1.** The $900 becomes non-refundable as soon as we give you access to the written assignments. Access means the first of these to happen: we issue your student interface login, we unlock any assignment for you, or we post your textbook and Investigator diary.
- **Stage 2.** The $695 becomes non-refundable as soon as we unlock the practical video assignments for you.
- If you have paid the $695 but we have not yet unlocked the practical assignments, that payment is refunded in full.

No refund for a change of mind

- If you withdraw in writing before we have given you access to Stage 1, your $900 is refunded less a $100 administration fee.

- Once we have given you access to a stage there is no refund of that stage's fee because you have changed your mind, found the course harder than you expected, run out of time, had a change of job or personal circumstances, or decided not to apply for a licence. This applies even where we have offered you additional support.

Refunds ASSI will always give

- If ASSI cancels the course, or cannot deliver training you have paid for.
- Where the Australian Consumer Law requires a refund. Nothing in this policy removes or limits your rights under that law.

Refunds at ASSI's discretion

- If a serious illness or injury, or a family emergency, prevents you from continuing, you may apply in writing for a refund, credit, deferral or extension.
- **The test is whether the circumstances actually prevented you from doing the work**, not only whether you were unwell or had a difficult time. A refund is considered only where the circumstances have prevented you, or will prevent you, from either using a computer or phone to complete the written assignments for a significant period, or carrying out the practical assignments.
- Most of this course is written work you complete at your own pace from home. Being unwell, or having a demanding period at work or at home, is not by itself grounds for a refund where you are still able to study.
- If a health condition or disability affects how or when you can study, tell us. We can agree a reasonable adjustment or an extension so that you can finish the course (sections 2.3 and 9.2). That is separate from a refund, and we would rather help you finish than give your money back.
- You must provide independent documentary evidence — for example a medical certificate from your treating practitioner covering the relevant period and saying what you were unable to do. Applications without evidence will not be considered.
- We will normally offer a deferral, an extension or a credit rather than a refund, so that you can finish the qualification you started.
- Any refund is at the discretion of ASSI. In deciding, we take into account what it cost to set you up, the material already supplied to you, and the units already assessed. There is no automatic entitlement to a refund.

Time limit on your enrolment

- You must complete both stages within 12 months of enrolling. This is a term of your enrolment and you agree to it when you enrol.
- If you need more time, apply in writing before your 12 months ends, on one of the grounds set out above. An extension is considered case by case and is not automatic (section 2.3).

- If your 12 months ends and no extension has been approved, your enrolment closes, your access to the interface ends, no refund is given, and you must re-enrol and pay the full fee if you want to start again. ASSI is not required to remind you that your 12 months is ending.

How to apply for a refund

- Email reception@assi.com.au with your name, the reason and your supporting evidence.
- The Training Director will give you a written decision within 14 days, and any approved refund is paid within 14 days of the decision.
- If you disagree with the decision, you can use the complaints and appeals process (section 10), and you can take a fee or refund dispute to the consumer protection agency in your state or territory.

Other things you should know

- Being refused a licence by a regulator is not, on its own, grounds for a refund, because licensing decisions are made by the regulator and not by ASSI.
- Any refund is paid to the person or organisation that paid the fee.

5.4 Course materials and copyright

- All ASSI course material — the training manual, assignments, marking guides, templates, forms, videos and the resources supplied with the course — is provided to you for your own study in this course only.
- Copyright in ASSI material remains with ASSI International Pty Ltd. You must not copy, share, publish, sell or adapt it, use it to train anyone else, or use it to set up or operate a business.
- This applies whether or not you complete the course, and whether or not any refund is given.
- If you withdraw, or your enrolment closes, your access to the student interface and to the course material ends.
- ASSI will act on any breach of this section, including recovering the full course fee and taking legal action.

6. Recognition of Prior Learning and Credit Transfer

6.1 Recognition of Prior Learning (RPL)

RPL is available to **every student**. If you already have skills and knowledge from work, life experience or training (e.g. police, military, insurance, security or corporate investigation), you may be able to receive credit for some or all units without completing the training.

1. Tell us you'd like RPL when you enrol, or at any time during your course.
2. We give you the ASSI RPL Application Kit, where you list your evidence against each unit.
3. You provide evidence, such as work samples, position descriptions, references, certificates and third-party reports.
4. The assessor contacts a referee or employer to confirm your evidence, and talks with you by phone or video about your experience.
5. You receive a written outcome for each unit. For any unit your evidence does not fully cover, you complete the ASSI assessment for that unit, or the part that is missing.

What RPL costs

A full RPL, where your evidence covers every unit and you have nothing left to complete, is $895.

A partial RPL, where some units are granted and others still have to be completed through written and/or practical assignments, is $895 plus $200 for each unit you still have to complete, assessed one-to-one. We tell you in writing what your total fee will be, and which units you still have to do, before you enrol and before you pay anything.

If you apply for RPL after you have enrolled and paid, and units are granted, we will tell you in writing how that affects your fees.

RPL evidence must be valid, sufficient, authentic and current. You can appeal an RPL decision (section 10).

6.2 Credit Transfer

Credit Transfer is available to every student. If you have already completed an identical or equivalent unit with any RTO, you will receive credit for that unit and will not have to complete it again.

1. Tell us at enrolment, or at any time during your course, that you hold units you think should count.

2. Give us your certificate or statement of attainment, or permission to check your USI transcript.

3. We check that the unit is identical or equivalent to a unit in your course.

4. You receive a written outcome, and the unit is recorded as credited on your record of results.

Credit Transfer is free. There is no charge for it, and it does not reduce the course fee, because the fee covers the qualification rather than individual units. You can appeal a Credit Transfer decision (section 10).

7. Assessment

7.1 How you are assessed

Method	What it involves

Method	What it involves
Knowledge questions	Written or short-answer questions in the student interface
Case studies and projects	Scenario tasks where you produce plans, notes, statements and reports
Practical observation	Practical tasks recorded on your phone and submitted through the ASSI app for your assessor to review. Your assessor may also ask to observe a task live.
Oral questioning	Questions from your assessor to confirm your understanding

Each assessment includes instructions telling you what to do, the conditions, and what you need to submit.

7.2 Marking and feedback

- Submitted work is marked within **14 days**, with written feedback.
- Each task is marked **Satisfactory** or **Not yet satisfactory**. When all tasks for a unit are satisfactory, the unit is recorded as **Competent**.
- If a task is not yet satisfactory, you will get feedback on what to fix and can resubmit. If you are having difficulty, we will talk with you about extra support.

7.3 Your own work

All work you submit must be your own. When you submit, you declare that it is.

Copying, using someone else's work, or having another person complete tasks for you is not allowed.

Using AI

ASSI does not ban AI tools. Using one to check your spelling and grammar, to explain something you have read, or to help you find the legislation that applies in your state is sensible use of a tool.

Submitting answers that an AI wrote for you is not acceptable. The assessments are how we judge whether you can do the work, and an answer generated by software tells us nothing about you.

There is a practical reason behind this, not just a rule. Almost everything an investigator writes can end up in court, and you will be cross-examined on it. You cannot defend words you did not write and

cannot explain. Most of the work is also done alone and unsupervised, where there is no time to go and ask something.

Each written assessment sets out the same expectation in full. Read that section before you start.

How we check that work is your own

We use AI detection tools as one indicator.

We compare your written answers with the way you speak and explain things on your practical video assignments and in oral questioning.

We compare your submissions against each other and against your earlier work.

We may ask you follow-up questions about any answer, in writing or on a recording.

No detection tool is treated as proof on its own. If something does not look right we will raise it with you first and give you the chance to explain your answer.

If we decide work is not your own

The task is marked not yet satisfactory and you resubmit it in your own words.

Repeated instances are dealt with under ASSI's assessment integrity process.

Any decision is investigated fairly, you will have the chance to respond before a decision is made, and **you can appeal it** under section 10.2.

Recordings of your practical tasks are kept as assessment evidence.

8. Your qualification

When you have been assessed as competent in all 16 units, have a verified USI and have paid all fees, we will issue your **CPP30619 Certificate III in Investigative Services testamur and record of results** within **30 calendar days**.

If you complete only some units, you will receive a **statement of attainment** for the units you completed.

You can check your qualification on your USI transcript. Replacement documents cost $25.

9. Support while you study

9.1 Training support

- Contact your trainer through the message system in the student interface, or by email. We aim to reply within 2 business days. Please use the message system or email rather than telephoning — you then have the answer in writing. Telephone 0417 189 341 only if the matter is urgent.

- Your trainer checks your progress at least monthly. If you haven't been active for 8 weeks, we will contact you to agree a plan.
- Help is available with report writing, study skills and using the student interface.
- If you need more help with reading, writing or numeracy, we can give extra support or refer you to an LLN program.

9.2 Disability and reasonable adjustment

We encourage you to tell us about any disability, health condition or learning need, at enrolment or at any time, so we can support you. You don't have to disclose, and anything you tell us is kept confidential.

Reasonable adjustments change *how* you are assessed, not the standard you must reach. Examples include extra time, oral instead of written answers, assistive technology or a different arrangement for a practical task. Adjustments are agreed with you in writing.

9.3 Wellbeing

Study, work and personal life can be stressful, and investigation work can sometimes involve conflict or distressing material. If you are struggling, please talk to us, and we will help where we can or refer you to other services. Free, confidential support is available 24/7:

Service	**Contact**
Lifeline	13 11 14
Beyond Blue	1300 22 4636
13YARN (Aboriginal and Torres Strait Islander crisis support)	13 92 76
1800RESPECT (family, domestic and sexual violence)	1800 737 732
Emergency	000

10. Complaints and appeals

We want to hear from you if something isn't right. You won't be treated unfairly for making a complaint or appeal.

10.1 Complaints

You can complain about any part of your experience with ASSI, including training, assessment, staff, fees, or other students.

1. **Talk to us first** if you can. Contact your trainer or the Student Coordinator, and many issues can be fixed quickly.
2. **Make a formal complaint** in writing to reception@assi.com.au. Include what happened, when, and what outcome you'd like.
3. We will **acknowledge it within 5 business days** and aim to resolve it within **30 calendar days**. If it will take longer, we'll tell you why and keep you updated.
4. The complaint is reviewed by someone not involved in the matter. Where possible this is the Training Director; if the complaint is about the Training Director, an independent person is appointed. You can bring a support person to any meeting.
5. You receive the outcome and reasons in writing.
6. If you are not satisfied, you can ask for an independent review by a suitably qualified person outside ASSI who has had no involvement in your matter and no other interest in the outcome. We will tell you in writing who that person is when the review is arranged, and the review is at no cost to you.

10.2 Appeals

You can appeal an assessment result, RPL outcome or other decision that affects you.

1. Speak with your assessor first to understand the decision.
2. Lodge a written appeal within **20 business days** of the decision to reception@assi.com.au.
3. The appeal is reviewed by an assessor who did not make the original decision, or an independent assessor.
4. You receive a written outcome within **30 calendar days**.

10.3 If you are still not satisfied

- National Training Complaints Hotline: 13 38 73
- Australian Skills Quality Authority (ASQA): asqa.gov.au
- For fee or refund disputes: the consumer protection agency in your state or territory

We keep records of all complaints and appeals and use them to improve our services.

11. Your rights and responsibilities

11.1 Your rights

You have the right to:

- accurate information about your course, fees and progress;
- quality training and assessment that meets national standards;
- be treated fairly and with respect, free from discrimination, harassment and bullying;
- privacy of your personal information;
- access your own records;
- make complaints and appeals;
- have your fees protected and refunded in line with this handbook;
- receive your qualification when you meet all requirements.

11.2 Your responsibilities

You are expected to:

- give accurate enrolment information and tell us when your details change;
- submit your own work and follow assessment instructions;
- keep your login details private;
- complete the course within the enrolment period, or ask for an extension;
- pay fees when due;
- behave respectfully towards staff, other students and the public;
- follow safety instructions and the law during practical tasks.

12. Access, equity and respectful behaviour

ASSI is committed to equal opportunity and a learning environment free from discrimination. Everyone who meets the enrolment requirements is welcome, regardless of age, sex, gender identity, sexual orientation, race, cultural or linguistic background, religion, disability, pregnancy, marital status, family responsibilities or any other attribute protected by law. We respect the diversity of our students, and Aboriginal and Torres Strait Islander students are offered culturally safe support.

Harassment and bullying are not accepted. This includes unwelcome sexual comments or conduct, offensive jokes, messages or images, and intimidating or demeaning behaviour, whether online, by phone or in person. Anyone who experiences or sees this can make a confidential complaint (section 10). We will act promptly and fairly, protect people from victimisation, and may suspend or cancel the enrolment of anyone who harasses others.

13. Privacy and records

- ASSI collects your personal information to enrol you, deliver training and assessment, issue your qualification, and meet government reporting requirements. We handle it in line with the *Privacy Act 1988* and the Australian Privacy Principles.
- **We will not give your personal information to anyone else without your written consent**, except where the law requires it. For example, we report training data to the National Centre for Vocational Education Research (NCVER), and share information with ASQA and the USI Registrar.
- The NCVER Student Enrolment Privacy Notice is provided with your enrolment form. The current notice is also published on the NCVER website at ncver.edu.au.
- Our full privacy policy is on our website at www.assi.com.au, on the Student Information and Policies page.
- You can ask to see or correct your personal information and records at any time.
- Assessment evidence is kept securely for at least 2 years after your result. Qualification records are kept for 30 years, as required.

14. Changes to your course

- If anything changes that affects you (fees, delivery, staff arrangements or the qualification itself), we will tell you in writing as soon as possible.
- If CPP30619 is replaced by a new qualification, we will explain your options. That may mean finishing the current qualification within the allowed time, or transferring to the new one with credit for units you have completed.
- If ASSI is ever unable to continue delivering your course, we will help you transfer to another provider and give you your records and a statement of attainment for completed units.

15. Document control

Version	Date	Change	Approved by
2.0	August 2020	Previous handbook	Director

Version	Date	Change	Approved by
3.0	26 September 2026	Full rewrite for the Standards for Registered Training Organisations 2025: removed CPP30607; updated delivery (record-and-upload practicals through the ASSI app), fees, refunds, assessment and 14-day marking, RPL and Credit Transfer, support, wellbeing, complaints and appeals, privacy and licensing. Contact details corrected – the 1300 number is disconnected. Contact method changed to the student interface message system and email. Imported unit codes confirmed as PSPCRT007, PSPREG006 and PSPSEC009. Training Manual version 4.1 named.	Adrian Francis, Director

This handbook is reviewed at least once a year. The current version is always available in the student interface and on our website.