



Making career development easy

# Student Handbook

## NSW

Train Australia Pty Ltd trading as **ARC Training** is a Registered Training Organisation (RTO), RTO Code 91007. ARC Training is registered in accordance with the Australian Qualifications Training Framework (AQTF) to provide training and qualifications within a defined scope of registration. We operate throughout Australia and are registered the Australia Skills Quality Authority (ASQA).

### Contact Information

**Head Office:** Level 9, 79 George Street, Parramatta NSW 2150

**Postal Address:** PO Box W276, Parramatta NSW 2150

**Telephone:** 1300 799 793                      **Fax:** (02) 9687 2877

**Website:** [www.arctraining.com.au](http://www.arctraining.com.au)

**Email:** [enrolments@arcgroup.com.au](mailto:enrolments@arcgroup.com.au)

**Course support:** [support@arcgroup.com.au](mailto:support@arcgroup.com.au)

For further information on our services please visit our website: [www.arctraining.com.au](http://www.arctraining.com.au)

### **IMPORTANT NOTE**

**Please read and keep this document for your reference.**

ARC Training policies, procedures and forms are available via our website. You must ensure you are aware of our current policies and procedures by accessing our policy section at [www.arctraining.com.au/terms-and-conditions-nsw/](http://www.arctraining.com.au/terms-and-conditions-nsw/)

ARC Training gratefully acknowledges the subsidies by the NSW Department of Industry, skills and Regional development under the NSW Government through the Smart and Skilled Program.

## Disclaimer

The information contained in the Student Handbook is intended for general student information purposes only. The information is specifically for students participating in subsidised training under the Smart and Skilled Program, funded by the NSW Department of Industry, Skills and Regional Development.

Students are advised to seek individual advice from ARC Training regarding their eligibility, learning needs and the fee structure to undertake an approved qualification under the Smart and Skilled Program subsidised or funded training program.

No liability is assumed for the accuracy of the information within the Student Handbook. ARC Training accepts no responsibility for the editorial content of this Handbook although every precaution has been taken to provide accurate, current information. No liability is assumed for damages arising from the use of the information contained within this Handbook.

Due to the specific nature of the Smart and Skilled Program funding guidelines, some sections of the Handbook are taken directly from the following documents:

- *The Smart and Skilled Fee Administration Policy 2017*
- *The Smart and Skilled Operating Guidelines – Version 1.0 for Activity Period 01/01/2017 – 31/12/2017*
- *The Smart and Skilled Consumer Protection Strategy*
- *NSW Recognition Framework*

The sections of this Handbook covered by the above documents include:

- Eligibility criteria
- Fees and Fee categories
- Concessions
- Exemptions
- Fee-Free Scholarships
- Deferral, Withdrawal or Transfer of Training

Information regarding the Unique Student Identifier (USI) is derived from [www.usi.gov.au/](http://www.usi.gov.au/).

Please note: Smart and Skilled Program policies and guidelines and other relevant legislation are subject to change. Please contact an ARC Training representative to check regarding the relevant fees payable for the course and your individual circumstances.

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## 1. Welcome to ARC Training

ARC Training is an innovative RTO that prides itself on making career development easy.

We offer a wide range of programs including ARCies traineeships.

If you want to study either a short course or a full qualification, ARC Training has the diversity of training programs to suit your needs. Full support and guidance is available to assist you to gain a nationally recognised qualification.

ARC Training offers courses and qualifications in the following industry areas:

- Business Services
- Sales and Customer Engagement
- Retail
- Leadership and Management
- Hospitality
- Ageing Support
- Customised workplace training for Employers and Business
- Disability Care
- Warehousing and Logistics
- Road Transport – Driver operations
- Process Manufacturing
- First Aid
- Short Courses

## 2. Definitions

For the list of definitions relevant to this Student Handbook, please refer to Annexure A at the end of this document.

## 3. Vocational Education and Training (VET)

Vocational Education and Training (VET) is designed to deliver training and assessment that covers workplace specific skills and knowledge across a wide range of careers and industries.

In Australia, VET training and assessment is delivered by RTOs listed on [www.training.gov.au](http://www.training.gov.au) and can lead to a nationally recognised qualification or accredited course. RTOs can only deliver nationally recognised qualifications, accredited courses or units of competency listed on their scope of registration.

## 4. Competency-Based Training and Assessment

Competency-based training and assessment emphasises what a person can do in the workplace and the industry skills and knowledge they possess as a result of completing a training course, or relevant experience and learning gained in the workplace.

A Qualification is made up of a combination of core and elective Units of Competency (UoC) that meet the qualification package as stated in the relevant training package. Students must demonstrate that they have demonstrated and achieved the required skills and knowledge by satisfactorily completing all the assessment tasks related to a UoC.

Upon successful completion of the total number of UoCs that form the qualification, the student will be awarded a Certificate and Statement of Result. In the case where students only successfully complete a partial number of UoCs the student will be awarded a Statement of Attainment.

## 5. Training Delivery

ARC Training has various training sites across the Greater Sydney region as well as in Queensland, South Australia and Victoria.

Our courses are delivered face-to-face and include self-directed learning, with all study materials provided. The training is structured in a logical schedule of the UoCs, or as prescribed by the training package.

A mix of practical demonstrations, activities and the theoretical content is provided. Visual aids such as PowerPoint presentations and DVDs are also used to enhance the training experience.

Realistic workplace scenarios and examples are utilised as much as possible and some courses create a simulated workplace environment. Manufacturing, Warehousing and Logistics courses, or parts thereof, may be delivered in a relevant work environment such as a factory unit or industrial warehouse.

## 6. Access and Equity

ARC Training applies Access and Equity principles across their enrolment, training, assessment and Policies and Procedures. Staff at ARC Training ensure that students are made aware of their rights and responsibilities.

ARC Training supports the principle that all people will be treated fairly and equitably, will make reasonable adjustments for people to complete their training and provide a learning environment free from discrimination and harassment and actively promotes full and equal participation by students.

Further information can be found in the Code of Conduct section of this Handbook. For a full copy of our Access and Equity Policy, please visit [www.arctraining.com.au/terms-and-conditions-nsw/](http://www.arctraining.com.au/terms-and-conditions-nsw/)

## 7. Smart and Skilled Program

ARC Training is an approved provider of the Smart and Skilled Program. **This training is subsidised by the NSW Government.** Smart and Skilled is a reform of the NSW Vocational Education and Training system. Under Smart and Skilled the NSW Government contributes to the cost of each course with the student paying the relevant fee set by the NSW Government and determined by the Smart and Skilled Provider Calculator.

This program provides subsidised fees for eligible students and concessions fees and exemptions for eligible students who meet the enrolment criteria and conditions, as set by the Smart and Skilled Program Contract, Fee Administration Policy and Operating Guidelines.

An ARC Training representative will assist you with the enrolment process and provide you with the information you need to discuss your needs, qualifications on offer and check your eligibility for subsidised training. The funding subsidies, concessions or exemptions for Smart and Skilled Program training can apply to qualifications, such as Certificate III or Certificate IV or traineeships.

You can check your eligibility for the NSW Government subsidy at <https://smartandskilled.nsw.gov.au/are-you-eligible>

## 8. Pre-Enrolment Information

Before you can enrol in a course, Smart and Skilled Program you will need the following:

- a) A Unique Student Identifier (USI) – see section 10
- b) Identification documents – examples of the documents you can provide are:  
Driver's licence with NSW address; Medicare card, Birth certificate; Australian Passport; 18+ Proof of Age Card; Health Care Card with NSW Address; Australian Citizen Certificate.
- c) For Concessions or Exemptions - Documents indicating the receipt of a specified Commonwealth government benefit or allowance.
- d) Certified copies of any Certificates or Statement of Attainment/s for previously completed accredited training (also see Credit Transfer and RPL sections in this handbook)
- e) Completed enrolment form

On completion of enrolment and, ARC Training will provide students with

- A notification of enrolment letter stating your course fees, including subsidised fees if applicable
- Full details about your course
- An individual Training Plan
- Information about Smart and Skilled Program

## 9. Smart and Skilled Program Eligibility Requirements

To be eligible to access programs under Smart and Skilled Program, an individual must:

- Be an Australian citizen, a permanent Australian resident, a humanitarian visa holder or a New Zealand citizen, and
- Be aged 15 years or older, and
- Live or work in New South Wales, and
- No longer be at school or equivalent\*

\*Individuals must have left school (whether by school education, an alternative pathway, or home-schooling) in adherence with the NSW School Leaving Age Policy and the NSW Education ACT 1990 ([www.austlii.edu.au/au/legis/nsw/consol\\_act/ea1990104/s21b.html](http://www.austlii.edu.au/au/legis/nsw/consol_act/ea1990104/s21b.html)) and the NSW Educational Amendment (School Leaving Age) Regulation 2009 to be eligible for Smart and Skilled Program.

Individuals who are still in school and completing an apprenticeship or traineeship outside of their school studies are ineligible for Smart and Skilled Program.

Aboriginal and Torres Strait Islander Students who do not live or work in New South Wales but live in specific defined interstate NSW border areas are eligible for government-subsidised training under Smart and Skilled Program. Refer to Appendix 6: Eligibility of Aboriginal and Torres Strait Islander Students in defined interstate NSW border areas at:

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/fee\\_administration\\_policy\\_2017.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy_2017.pdf)

New South Wales apprentices and New South Wales new-entrant trainees undertaking traineeships on the NSW Skills List are eligible to a government subsidy under this program for the qualification that supports their apprenticeship or traineeship. Note: NSW Existing-worker trainees are not eligible to a government subsidy under any Smart and Skilled Program for the qualification that supports their traineeship

For eligibility please check with your ARC Training representative at or before enrolment as each student's circumstances must be considered to ensure the above eligibility requirements are met.

## 10. Unique Student Identifier (USI)

### What is a USI?

The USI is a reference number containing a combination of 10 letters and numbers that is free, easy to create and stays with you for life. The USI will give you access to your training records and creates a secure online record of your recognised training and vocational qualifications gained from each registered training organisation in Australia from January 2015.

### Who needs a USI?

From 1 January 2015 - All new or continuing students undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment.

### How do I get a USI?

ARC Training can apply for a USI on your behalf when you provide us with a signed permission letter, at least two forms of identification and your contact details.

### Can I create a USI myself?

Creating your USI only takes a few minutes which starts by visiting the USI website [www.usi.gov.au](http://www.usi.gov.au),

Step 1 - Locate at least two forms of identification (Driver's licence, Australian Passport and Medicare card) and your contact details such as email address, mobile number and address.

Step 2 - Have contact details ready (e.g. email address, or mobile number, or address).

Step 3 - Visit the USI website at: [usi.gov.au](http://usi.gov.au).

Step 4 - Locate 'Student' on the left hand side and then click on 'Create my USI' link and follow the steps.

Step 5 - Read and complete each question on the checklist and agree to the Terms and Conditions.

Step 6 - Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to the student's preferred method of contact e.g. email or text message.

Step 7 - Please write down your USI and keep it somewhere handy and safe.

### Smart and Skilled USI requirements

Those who are eligible under Smart and Skilled for subsidised training funded by the NSW Government. Students will be required to set access controls to allow the NSW Department of Industry, skills and Regional development to access to your USI records.

## 11. Enrolment

To enrol in your chosen course, an enrolment form is to be completed at an ARC Training venue. The enrolment form is a requirement for all students who want to participate in nationally recognised training and obtain a qualification.

At enrolment you will be asked to discuss and provide personal details about language spoken, when you were born and consent to use your personal details and share with the Australian Skills and Quality Authority and National Centre for Vocational Education and Research for the purpose of reporting, monitoring and meeting the requirements of being a registered training provider.

There will be declaration that you have understood that you have been given information on your chosen course, you are making the choice to enrol in the course, discuss whether have completed qualification in the past and you have been given information on classes, fees, refunds, recognition of prior learning, withdrawals, deferments and transfers.

## Quote and Eligibility Report

When ARC has collected your USI, your identification & concession documents and your completed enrolment form, a quote is prepared using the *Smart and Skilled Provider Calculator*.

You are provided with a copy of the *Notification of Enrolment Report* and a quote, and ARC Training keeps a copy for its records.

Successful completion of the Notification of Enrolment Process will result in the issuance of a Commitment ID. Students will be sent a copy of the Notification of Enrolment.

## Course Fees

Please see the Fees, Concessions and Exemptions section of this handbook for full details about types of funding, subsidies and exemptions available to you.

## Notification of Enrolment process

As an approved provider of Smart and Skilled ARC Training (we) must only carry out notification of enrolment via the portal provided by Training Services NSW in accordance with the following notification of enrolment process.

First we obtain the consent of the Prospective Student to the Department's use of the Prospective Student's information by:

- (i) The Prospective Student signing or electronically accepting (including by ticking a check box) a consent form that includes wording set out in Schedule 1 of the Smart and Skilled Operating Guidelines.
- (ii) The Prospective Student verbally providing consent provided that a consent statement is recited to the Prospective Student or is made available for the Prospective Student to read.

If the Prospective Student does not provide their consent, we as the provider cannot proceed with the notification of enrolment process.

ARC Training will use the Provider Calculator to validate eligibility, input detail of an Credit Transfers or Recognition of Prior Learning and generate details of the Fee chargeable and the applicable Subsidy together with any Loadings (if applicable). We as the Provider must provide the Prospective Student with the details of the Fee chargeable.

ARC Training as the provider to generate and maintain a hard copy or electronic copy of the Notification of Enrolment Report – Provider Copy that can be referred to where the Fee and Subsidy is adjusted after the Commitment ID is issued. Students will be sent the Notification of Enrolment Report – Student Copy

ARC Training will confirm that the Prospective Student has signed or electronically accepted a declaration confirming the following:

- (i) All information provided by the Prospective Student to us in connection with the Notification of Enrolment Process is true, accurate, complete and not misleading in any way.
- (ii) The Prospective Student is aware of any subcontracting arrangements (if applicable)
- (iii) The Prospective Student has been provided with the details of the Fee chargeable and the Student Information.

Successful completion of the Notification of Enrolment Process will result in the issue of a Commitment ID. The Notification of Enrolment Process may be carried out before, after or simultaneously with ARC Training's own enrolment process.



## 12. Identification Documents

ARC Training requires as part of the enrolment process to be given identification as part of the enrolment process, in order to determine eligibility for subsidised training. If you wish to apply for a concession or exemption of the fees, you must also provide evidence of acceptable concession documents. Further information on concessions and exemptions access the Fee Administration Policy 2017

To be eligible for Smart and Skilled Program funding the identification you supply must provide evidence of:

- Date of Birth
- Current address
- Citizenship or Residency Status
- Concessional Documents – if applicable, this could include benefits paid letter or Health Care card.

At least two (2) identification documents from the list below must be provided at enrolment:

- Driver's licence
- Medicare Card
- Australian Passport
- Non-Australian Passport (with Australian Visa)
- Certificate of Residency for New Zealand citizens
- Health Care card
- Birth Certificate (Australian)

If you are unsure about your identification documents, please contact an ARC Training representative and we can assist you.

## 13. Induction

For students undertaking a Traineeship, an induction session will be provided to students to meet with the Australian apprenticeships support network representative, ARC Training representative and the employer to provide further information about your chosen qualification including details of dates, times and the training venue.

Course information will include what will be covered in the course, how the training will be delivered, workplace visits, the Unit of Competencies students will be undertaking, how you will be assessed and responsibilities of the employer, students and ARC Training. ARC Training also provides you with this Student Handbook, which contains information to assist you as a student and the support services we can provide.

## **14. Training Plan**

A Training Plan is developed for each student enrolled in a course under the Smart and Skilled Program. The Training Plan is completed after the information session, and within 12 weeks of commencing the course. The Training Plan is an agreement which outlines the responsibilities and obligations between ARC Training and you, the student.

The Training Plan specifies the training and learning support requirements for each student and full details of the qualification being delivered. This includes a list of all the UoCs to be completed, start and end dates of training, how the training is delivered and the name/s of the Trainer & Assessor.

You are provided with a signed copy of the Training Plan, with the original kept by ARC Training in your student file. Copies of the Training Plan will only be given to a third party with your written permission or in line with regulatory requirements.

You also have the opportunity to advise ARC Training if you have any special needs or require assistance or support in order to complete your training. You should advise an ARC Training representative as soon as possible if you have any personal situations that may affect your ability to learn. Your personal information is always treated in a confidential manner and your permission will be required to disclose any sensitive information to any third parties.

## **15. Language, Literacy and Numeracy (LLN) and Special Needs**

ARC Training recognises the importance of assessment of a student's Language, Literacy and Numeracy skills and has procedures in place to ensure that its students can access the necessary support to undertake training, participate in assessment and successfully complete their training.

ARC Training's LLN assessment is conducted prior to the commencement of your course. It is a diagnostic tool to assist ARC Training to identify language, literacy and numeracy skills and if you may require any additional support during your training.

Additional questions are included on the enrolment form to ensure that you have the opportunity to self-identify any issues with Language, Literacy and Numeracy or any other Special Needs that would impact on your training and assessment.

Where an LLN or Special Need is identified, ARC Training will discuss your options with you, and may include reasonable adjustment or a supported learning plan. All discussions concerning LLN and Special Needs assistance is kept strictly confidential between ARC Training and you, the student.

## **16. Reasonable Adjustment**

'Reasonable Adjustment' means the steps taken to assist a student with a Special Need. This may be due to a temporary or permanent injury, illness, disability or learning requirement.

In these circumstances, special consideration will be given to assist the student in achieving the relevant competencies, but will not reduce the level of competency set out in the Training Package.

If you feel that you have a Special Need or require an adjustment to your training and assessment, please speak to your Trainer & Assessor or an ARC Training Representative as soon as possible before undertaking any assessment.

All discussions concerning Reasonable Adjustment is kept strictly confidential.

## 17. Work Placement

ARC Training has identified a number of accredited courses which require mandatory work placement as a requirement of attaining the qualification. Certificate III and Certificate IV courses relating to Ageing, Disability and Home care have a requirement of a minimum of 120 hours of work in a relevant workplace.

ARC Training can organise work placement for you and you are required to attend at the specified times and dates organised by the Trainer & Assessor or Supervisor. ARC Training will support Students who want to locate their own work placement at a suitable workplace.

For the work placement aspect of the training a relevant Work Placement Book which includes the topics you will need to learn, observe and practice during the placement. It is important to note that whilst every effort is made to place you at a local workplace, this is not always possible and you may be asked to travel to another location.

## 18. Traineeships

Traineeships are training programs that offer flexible delivery structures to meet the needs of the student and their employer. This can incorporate any combination of on-the-job training, training sessions away from the direct work environment, mentor/supervisor support and self-paced study.

Schedules for the training will be negotiated with your employer, within the specific requirements of the Australian Apprenticeship Scheme, under which guidelines a traineeship must be conducted. Suitable training methodologies will be tailored to suit your work environment and any individual needs that may be identified. Each party involved in a Traineeship have specific responsibilities, which are detailed below.

### Trainee Responsibilities

The Trainee must:

- Work towards achievement of the competencies detailed in the Training Plan
- As instructed, undertake all training and assessment related to the Training Plan
- Undertake all assessment work requirements in the designated timeframes
- Prepare for and actively participate in all training sessions and/or activities
- Participate in evaluation activities and offer constructive feedback in relation to your training and assessment
- Observe all legislative requirements
- Maintain a “Duty of Care” for personal health, safety and welfare, as well as for others.

### Employer Responsibilities

The Employer must:

- Meet all legal obligations
- Provide a healthy and safe working environment
- Maintain a “Duty of Care” to Trainee
- Comply with relevant Commonwealth, State and Territory legislation and regulatory body requirements that applies to Traineeships
- Support structured training
- Pay for and allow the Trainee the time to attend off-the-job training during normal working hours.
- Provide opportunities for Trainees to develop their skills on-the-job
- Allow the RTO access to the Trainee, as and when required
- Provide appropriate supervision and support (see Workplace Mentor/Supervisor section below)
- Provide access to the required resources to the Trainee for purposes of training and assessment (e.g. plant, tools, equipment).

## Workplace Mentor/Supervisor Responsibilities

The Workplace Mentor/Supervisor must:

- Ensure the Trainee is inducted into the workplace
- Ensure the Trainee receives training on the specific products, policies and procedures of the workplace
- Act as the Trainee's mentor and supervisor, in order to verify the Trainee's submitted evidence
- Develop a realistic and achievable learning plan based on available work opportunities
- Support the learning, development, training and assessment of the Trainee
- Ensure the Trainee has access to necessary resources required for their learning
- Ensure they answer the Trainee's questions throughout the Traineeship or seek an answer from the appropriate party.

## RTO Responsibilities

The RTO Must:

- Design a training plan to meet the needs of all parties
- Provide quality and relevant training and assessment services
- Provide suitably qualified Trainers & Assessors
- Provide accurate, relevant and ethical information relating to the training and assessment
- Undertake a Recognition of Prior Learning (RPL) process if appropriate
- Monitor and maintain Trainee's training, participation, progress, student file and record of results
- Provide additional learning support, if required
- Issue qualifications on successful completion of the traineeship
- Comply with all requirements of relevant State and Commonwealth governments and regulatory bodies
- Comply with legislation relevant to all parties.

## 19. Attendance

Students are required to attend classes or workshops in the Training rooms provided by ARC Training or through our Learner Management System. As competencies are developed, practices and assessed over a period of time, regular attendance and participation is required.

Students can be notified of where training is delivered via text messages, emails and phone calls from ARC Training. If you are unable to attend any class, please let your allocated Trainer or ARC Training know as soon as you can by calling 1300 799 793 or email [enrolments@arcgroup.com.au](mailto:enrolments@arcgroup.com.au).

For all accredited courses it is a requirement that students attend and actively participate in number of sessions and activities. Your required attendance will be discussed with you at the commencement of your course and be monitored by our student services team.

## 20. Transitioning from Superseded to Replacement Qualifications

From time to time when Training Packages are revised and replaced, qualifications become superseded or replaced by new and updated qualifications. When this occurs ARC Training will research the changes and aim to have the new qualification added to its scope of registration.

An ARC Training representative will discuss with affected students the options available to them. ARC shall offer its students to complete the superseded qualification by the end of the 'teach out' date or transition to the new qualification.

An ARC Training representative or Trainer & Assessor will provide you with full details of the requirements if the course you are enrolled in is, or becomes, superseded.

## 21. Credit Transfer (CT)

Credit Transfer is available for those students who have completed one or more units of competency with a registered training organisation and want to apply this towards your chosen course with ARC Training. Credit transfer is giving 'credit' for learning outcomes which have already been achieved.

This means that if you have already completed one or more units of competency that forms part of your current course, you will not have to repeat the same unit.

ARC Training acknowledges all nationally recognised certification issued by other RTOs and will verify its authenticity with the issuing RTO.

To apply for Credit Transfer, students will need to provide certified copies of any Certificates, Statements of Attainment, Transcripts or Results issued by other RTOs. You will be advised if your application for Credit Transfer has been successful, and the course fees payable will be adjusted and/or refunded when applicable. In line with our Refund Policy, available via our website [www.arctraining.com.au/terms-and-conditions-nsw/](http://www.arctraining.com.au/terms-and-conditions-nsw/)

## 22. Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process of assessment and acknowledgement of your previous knowledge, skills and experience, through provision of documented evidence. To request RPL please mark it in your enrolment form and discuss with the ARC Training Representative at enrolment, email [enrolments@arcgroup.com.au](mailto:enrolments@arcgroup.com.au) or during your course.

Evidence for Recognition of Prior Learning can include:

- Relevant formal and informal qualifications - Certificates, Statements, Transcripts/Results
- Previous work history – including job descriptions and resume
- Employer references (paid or voluntary work)
- Work samples

ARC Training's RPL process is summarised below:

- Student completes RPL Application Form
- ARC Training advises expected fees for RPL assessment (as applicable)
- Student completes an RPL Kit and returns to ARC Training – includes details of the types of evidence that can be used to support an application
- A Trainer & Assessor assesses the completed RPL Kit
- Student is notified in writing, of the outcome of the RPL assessment and whether it is successful or if more information is required
- If granted, the student's records are updated to reflect achievement
- Appropriate certification documentation is issued (Statement of Attainment or Certificate)
- Student is advised of revised fees (as applicable)

For further information about Credit Transfer, RPL or Assessment Appeals, please contact your ARC Training representative and review the relevant policies and procedures and forms available at [www.arctraining.com.au/terms-and-conditions-nsw/](http://www.arctraining.com.au/terms-and-conditions-nsw/)

Additional Information provided by the NSW Government, Department of Industry is available at [www.training.nsw.gov.au/forms\\_documents/skills\\_recognition\\_framework.pdf](http://www.training.nsw.gov.au/forms_documents/skills_recognition_framework.pdf)

## 23. Assessment

'Assessment' means collecting sufficient evidence and making judgements on whether competency has been achieved. You will need to demonstrate and provide evidence that you have the essential knowledge and skills to complete the UoC to the required standard.

Preparation for assessment is very important and you will be informed, in advance, of the assessment arrangements and detailed requirements for each UoC or cluster of Units. This includes details such as time, date and venue and the performance criteria you will be assessed against.

A result of 'Satisfactory' or 'S' on your assessment means that you have completed the assessment task to the required level. When you have successfully completed all assessment tasks for that UoC you will be given a result of 'Competent' or 'C'.

If you have not successfully completed all assessment tasks to a 'Satisfactory' level, you will receive a result of 'Not Competent' or 'NC'. This means that you will need to provide further evidence or confirmation of your skills and knowledge. You will be given written and verbal feedback from your Trainer & Assessor on the completed assessment tasks, as well as the opportunity to discuss the feedback provided.

All students have up to three attempts to submit assessment evidence for marking. This consists of the first attempt plus two re-submissions. Students are required to re-submit the assessment with the necessary corrections and/or additional evidence to successfully achieve a competent result.

Students must receive a 'Competent' result for all UoCs that make up the course to be awarded the full qualification.

## 24. Resubmission

If your assessment submission is found to have not met the requirements of the assessment. The assessor will put marks to identify which assessment tasks are to be redone and if additional evidence is required. Students will be given up to two weeks to resubmit the assessment, if it takes longer than two weeks please maintain contact with the Assessor.

## 25. Assessment Appeals

If you are unhappy with an assessment decision reached by the Assessor, you can appeal the result by reviewing ARC Training's Complaints and Appeals Policy and Procedure and by completing a Complaints and Appeals Form to request to review of the Assessment decision reached on your assessment. All documents are available on the ARC Training website [www.arctraining.com.au/terms-and-conditions-nsw/](http://www.arctraining.com.au/terms-and-conditions-nsw/)

## 26. Issuance of Certification Documentation

When you have successfully completed all of the assessment requirements and are deemed competent in all required units of competencies for a qualification, you will be issued with a Certificate and a Transcript of Competencies achieved.

A Statement of Attainment is issued when one or more units of competencies are successfully attained which do not lead to the issue of a qualification.

## 27. Feedback

So that ARC Training can continue to offer suitable and high quality courses, that are delivered by outstanding Trainers & Assessors, we ask for your feedback to share what worked and what areas can we improve in!

We will email you to complete a student training and employment survey and Student Outcomes survey on completion of their course.

The information is both provided to the New South Wales Government and regulatory bodies for statistical and reporting requirements, and also used by ARC Training to review, reflect and improve its training and assessment practices.

## 28. Code of Conduct

ARC Training encourages a responsible approach in the provision of its training and assessment services. Our aim is to ensure the safety and welfare of students, staff and guests. You are asked to act in a mature, responsible and orderly manner while attending training at any of the ARC Training facilities.

It is expected that all ARC Trainer & Assessors, staff, fellow students and guests are treated with respect and courtesy. You are encouraged to allow fellow students the freedom to study and learn at their own pace, and must respect the facilities, equipment and the property of others.

If you are participating in a work placement, you must ensure that your behaviour is not disruptive to other employees or guests at the work placement site.

*Any group or individual behaviour which is abusive, indecent, violent, unruly, disorderly, dangerous, offensive, or which unreasonably disturbs others, is considered unacceptable and may result in the student being withdrawn from the training course.*

### **Bullying, Discrimination and Harassment**

ARC Training promotes equal participation of students in its courses and encourages a learning environment free from bullying, discrimination and harassment.

Bullying behaviour includes:

- Loud and abusive language
- Yelling and screaming
- Unjustified criticism
- Humiliation, belittling or undermining of others

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic. Personal characteristics can include, but are not limited to race, age, gender identity, disability, sexual orientation or religious belief.

Harassment is any conduct (verbal, written or physical) which is unwanted, unwelcome or perceived as offensive.

ARC Training takes a zero tolerance approach to any bullying, discrimination or harassment, whether it be face-to-face, by telephone, via text messaging or on any social media platform.

Students found to be bullying, discriminating or harassing others, may be withdrawn from their training course.

## **Commenting on Social Media**

It is against the ARC Training Student Code of Conduct to use any form of social media for public comments that may be damaging to our company. Students who do not comply with this condition may be suspended or withdrawn from the training course.

While you are enrolled as a student at ARC Training, we ask that you please come to us first so that we can assist in finding a solution, or provide extra assistance, as required.

ARC Training have a Complaints and Appeals Policy and Procedure that will help you find a solution to your problem. All complaints are taken very seriously and investigated. If you do experience any problems, please first speak to your Trainer & Assessor or Student Officer at ARC Training Head Office, to see if it can be easily resolved.

## **Computer and Technology Policy**

When utilising ARC Training equipment, computers or other technology, you must ensure you follow the instructions of your Trainer & Assessor or staff member. You are not permitted to download, delete, copy or move files from the computer system unless directed by a Trainer & Assessor/staff member. It is unacceptable to either view, or download, any material from websites that may be discriminatory and/or contain offensive or pornographic material.

## **Plagiarism, Cheating and Collusion**

Plagiarism is to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to give appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished. You must acknowledge the source of your research in your answer.

Students who are found to have plagiarised will be given feedback and will be asked to resubmit their work.

Cheating is seeking to obtain an unfair advantage in the assessment of any piece of work, and Collusion is an unauthorised collaboration between students.

Any of the behaviours above are unacceptable and will not be tolerated, if behaviour continue in the course students will be contacted by Student Services team or the Training Delivery manager. Students must submit their own work and acknowledge the source of your research.

## **29. Work, Health and Safety**

ARC Training is committed to promoting a safe and healthy work and study environment and recognises its obligation under the *Work Health and Safety Act 2011 (NSW)*, the *Work Health and Safety Act 2011 (Commonwealth)* and other relevant legislation. Students have a "Duty of Care" and are required to:

- Share the responsibility for safety and health in the training facility
- Take reasonable care at all times of themselves and others
- Co-operate with ARC training staff
- Report any accidents, incidents or hazards to ARC training staff



## Personal Protective Equipment (PPE)

You will be advised in advance if you are required to wear PPE during the course of your training, assessment or work placement.

If required, you must check that the personal protective clothing and equipment fits and wear it as instructed, in the designated training or work areas, including at work placement sites. It is important to note that there are mandatory safety regulations in some areas.

You must always wear appropriate, suitable footwear to the area of study or work, or whilst completing a work placement. *Any student failing to comply will be refused entry to the training facility, work area or work placement.*

## No-Smoking Policy

Smoking is not permitted inside any ARC Training Facility, Training Room or office area. Students wishing to smoke must do so outside in designated smoking area/s. Please follow the instructions of the Trainer & Assessor or staff member for the location of the designated area/s.

## Drug and Alcohol Policy

The health, safety and well-being of all staff, students and guests is important to ARC and we are committed to protecting the work and study environment. Alcohol and drug abuse pose a significant threat to others and ARC Training will not tolerate the possession or use of any drugs, unauthorised substances or alcohol on our premises during the delivery of training or when students are attending a work placement.

Students, their guests or other individuals found to be under the influence of alcohol, drugs or any unauthorised substance will be immediately asked to leave the premises and the police will be notified. *This may also result in the student being withdrawn from the training course.*

## 30. How to Transfer, Defer or Withdraw from your Course

### Fee for Service Students

If you are paying the fees yourself and not eligible for a subsidy, please ask your ARC Training representative about transferring, deferring or withdrawing from a course.

If you need assistance with your training or study, please let us know so we can offer support. It is important to advise us of your intention to leave as you may still be liable for the fee payments. ARC Training provide a *Consumer Protection Policy and Fees, Fee Protection and Refund Policy and Procedure* which is available on our website [www.arctraining.com.au/terms-and-conditions-nsw/](http://www.arctraining.com.au/terms-and-conditions-nsw/)

### Transferring Students

A student undertaking a Smart and Skilled Program qualification may withdraw from a qualification with a Smart and Skilled Provider and transfer to another *Smart and Skilled* Provider to complete their qualifications due to:

- Choosing to do so of their own accord
- Their initial Provider closes
- Their initial Provider's Smart and Skilled Program Contract has been terminated.

Please advise ARC Training if you wish to transfer to another Smart and Skilled Provider.

## Deferring Students

If you are enrolled in a Smart and Skilled Program Approved Qualification and you choose to defer your training, there are certain conditions that you must follow to make this possible. The maximum deferral period is 12 months from the date that ARC Training receive your letter/notification that you wish to defer. The notification to request a deferment must be in writing and include a reason for the request and be signed and dated.

ARC Training will make every effort to assist you to continue your training at a later date, where possible. When the deferment is approved, ARC Training will advise you about the Fee implications in accordance with the *Smart and Skilled Fee Administration Policy*.

## Withdrawal without penalty cut-off date

ARC Training advises the student, prior to any fees being paid, of the “Withdrawal with no penalty” cut-off date, i.e. the date you can withdraw and be refunded any fees paid at enrolment. The withdrawal with no penalty cut-off date is 10 calendar days from the date of enrolment.

## Withdrawal after cut-off date

If you wish to withdraw from a Smart and Skilled Program qualification, please advise ARC Training in writing with the date and the reason you wish to withdraw. Our staff may be able to assist you to continue your training or offer you extra support or options to complete other training. Fees are payable for all UoCs that have been commenced.

ARC Training will:

- Provide you with a Statement of Attainment and a Record of Results for your completed UoCs
- Determine the amount of fees either payable or to be refunded (as per the *Smart and Skilled Fee Administration Policy*)
- Advise you of any amounts owing (if applicable) and negotiate payment arrangements

**Please contact ARC Training to find out about fees as the training may be subsidised under the Smart and Skilled Program by the NSW Government and you may be eligible for a concession or exemption from fees.**

## 31. Fees, Concessions and Exemptions

Student fees for courses are payable at enrolment or through instalment payments with Debitsuccess payment system. For more information about student fees go to [www.arctraining.com.au/terms-and-conditions-nsw/](http://www.arctraining.com.au/terms-and-conditions-nsw/)

Under the Smart and Skilled Program, a student contributes towards the cost of training through the payment of a student fee. Student fees are:

- Set for the whole qualification
- Lower for students doing their first post-school qualification
- Set for the student’s circumstances and the qualification

### Charging Fees

There are six categories of student fees. ARC Training must charge the student the relevant fee set by the NSW Government. The relevant fee will be determined when ARC Training find out all the students relevant details and circumstances and enter the details into the *Smart and Skilled Provider Calculator*.

## Fee Categories

The six student fee categories for 2017 are:

### 1. Standard Student – First Qualification

This fee applies to students who do not already hold a post-school qualification. The fee applies to students who are not doing an apprenticeship or traineeship or who do not qualify for a concession or exemption. It also applies to fees for 15-17 year olds regardless of any previous qualification.

### 2. Standard Student – Subsequent Qualification

This fee applies to students who already hold a previous post-school qualification. This fee is higher and there is no limit to the number of previous post-school qualifications a student can hold.

### 3. Apprenticeship

There is only one fee category for apprentices. An apprentice will be eligible for the apprenticeship fee regardless of the number or level of previous post-school qualifications they hold. The fee for a qualification undertaken as part of an apprenticeship is capped, so the apprenticeship fee can be lower than the fee for the same qualification undertaken by a student who is not an apprentice.

### 4. Traineeship

There is only one fee category for new entrant trainees. A trainee will be eligible for the traineeship fee regardless of the number or level of previous post-school qualifications they hold. Eligibility for the traineeship fee is dependent on multiple factors, such as when any previous qualifications were completed – please contact ARC Training to confirm your eligibility for a traineeship fee.

### 5. Concession

Concession fees are discounted for disadvantaged students. Concession fees are a flat fee for the qualification level. A student who receives a specified Commonwealth benefit or allowance is eligible for a concession fee for a qualification up to and including Certificate IV. A student who is receiving a specified benefit or allowance at the time of enrolment is eligible for a concession. The concession fee is also available to a student who is a dependant of a person receiving a specified Commonwealth benefit or allowance at the time of enrolment.

### 6. Exemption

Students who qualify for a fee exemption are:

- Australian Aboriginal and Torres Strait Islander people
- People with a disability, including the dependent child, spouse or partner of a recipient of a Disability Support Pension
- Recipients of Fee- Free Scholarships

All students must first meet the Smart and Skilled Program eligibility criteria or be a NSW apprentice or a NSW new entrant trainee undertaking a Skills List traineeship qualification. The fees are calculated according to student's individual circumstances and category.

## Recognition of Prior Learning (RPL) – Fee Adjustments

If you are applying for RPL under the Smart and Skilled Program, when you are granted RPL for one or more UoCs, the qualification price will be adjusted and a new student fee will be calculated. The applicable student fee will be determined using the Smart and Skilled Provider Calculator, and provide the student with a refund of fees for the units granted under RPL.

## Credit Transfer (CT) – Fee Adjustments

Credit Transfers are granted to students who can provide evidence of previously completed units of competency within the qualification. Original Statement of Attainments and transcripts, or certified copies, are required as evidence to gain a credit transfer. If students are granted a credit transfer for one or more UoCs, the qualification price will be re-calculated and a new student fee calculated using the *Smart and Skilled Provider Calculator*.

## Eligibility for Fee Subsidy

The Smart and Skilled Program funding is provided by the NSW Department of Industry. For full information regarding Fees, Eligibility, Exemptions and Concessional Fee Rates, please go to:

For funding from January 1, 2017:

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/fee\\_administration\\_policy\\_2017.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy_2017.pdf)

## Concession Fees – Proof of Eligibility

Students are eligible for a concession if they are a recipient of a specified Commonwealth benefit or allowance. A list of the specified Commonwealth Government benefits and allowances and acceptable evidence is available in Appendix 3 and 4 at

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/fee\\_administration\\_policy\\_2017.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy_2017.pdf)

Dependant on the benefit, the student could provide:

- A letter from the Department of Human Services (Centrelink) confirming receipt of the benefit. The letter should clearly show the Centrelink Reference Number (CRN) or;
- A current concession card that shows the CRN or;
- A current Centrelink income statement that clearly shows the CRN and the benefit or allowance category or
- Any other evidence that clearly shows the CRN and the benefit or allowance category or
- Documentary evidence from the Department of Veterans' Affairs stating their pension/benefits status or
- For people applying for Austudy or Youth Allowance, an approval letter from Centrelink that shows the CRN and indicates that commencement date of their benefit is within two weeks of their enrolment or two weeks within the date of the first class attendance or participation in training.

An individual who is seeking a concession as a dependent child, spouse or partner of someone who is receiving a specified Commonwealth benefit or allowance must provide documentary evidence that Centrelink recognises the individual as a dependant.

## Fee Exemption Eligibility - Aboriginal and Torres Strait Islander Students

Australian Aboriginal and Torres Strait Islander students can prove their status and eligibility for a fee exemption through descent, self-identification and community identification. Students will need to declare their status and be able to provide documentary evidence of community identification, if required.

## Fee Exemption Eligibility - Students with a disability

If you wish to seek a fee exemption on the basis of disability, you will need to provide:

- A letter from Centrelink confirming receipt of the Disability Support Pension. The letter should clearly show the Centrelink Reference Number or
- A current Disability Pensioner Concession Card that shows the CRN
- A current Centrelink income statement for the Disability Support Pension, which clearly shows that income is for the disability pension and also shows the CRN or
- Any other evidence that clearly shows the CRN and confirms receipt of the Disability Support Pension
- Documentary evidence of support needs due to the student's disability

An individual who is seeking a concession as a dependent child, spouse or partner of someone who is receiving a specified Commonwealth benefit or allowance must provide documentary evidence that Centrelink recognises the individual as a dependant.

## Smart and Skilled Program Fee-Free Scholarships

Fee-Free Scholarships are a category of "Fee Exemption" meaning that eligible students are exempt from paying fees.

The eligibility criteria for a Fee-Free Scholarship and the evidence requirements are at Appendix 5 in the *Smart and Skilled Fee Administration Policy*.

## 32. Refunding of Fees

There are a number of circumstances where a refund of fees may be available. The following scenarios apply:

- The student or employer has overpaid the advertised fee or concession fee, the full overpayment will be refunded.
- A course has been cancelled or postponed by ARC Training, due to unforeseen circumstances, the full amount paid will be refunded. In the event of a course being postponed, the student can request a refund. Students will be notified in writing as soon as practicable of the cancellation.
- A student can withdraw without financial penalty from a course up to ten (10) calendar days from the date of enrolment. This is the date the student signed the enrolment form. When the student has withdrawn within the 'cooling off period' in accordance with consumer protection legislation for face-to-face enrolment, the student is entitled to a refund for the full amount paid.
- A student withdraws after the ten (10) calendar days "cooling off period" from the date of enrolment but before classes have commenced and before receiving any learning resources such as Learner Guides and/or text book, the Student will receive the amount paid less the administration fee.
- A student withdraws after starting a unit or several units of the course. The Student fees paid in advance will be refunded less the administration fee. If a Student has received learning material such as a Learner Guide and/or text book, for units paid but have not commenced the classes, these resources will need to return in a reusable state or have the cost of these resources deducted from the amount to be refunded.
- Where a student has commenced a unit of competence and has been issued learning material of a workbook but has not completed the assessment of the unit and have not paid fees in advance, no refund will be given.

- In the event a student has paid fees in advance and is granted recognition of prior learning (RPL) for one or more units, the student will be given a partial refund based on the units attained. Fees will be retained to cover the cost of processing the RPL Application and engaging a qualified Trainer and Assessor for assessing the evidence provided by the candidate. The refund amount will be pro-rated depending on the number of units that have been granted RPL less an administrative and assessment fee. For example, an RPL application will require both an administration fee of 10% and an assessment fee of 50% (60% total). Therefore, a Student will be entitled to a 40% refund on Student fees for each unit payment that has been made.
- If a student has paid fees in advance and then is granted credit transfer for one or more units, the Student will be given a refund for the full amount of the units of competency that are deemed equivalent.
- If a student requests to withdraw and has progressed through their course and is requesting a refund. A refund will be determined based on the fees paid, whether in advance and/or is making fortnightly payments, the number of units of competency the student has attained and administration fee.
- If the student withdraws from a qualification but has completed all the requirements for a lower level qualification (which attracts a lower student fee), the student will be refunded the difference in fees if the fees have been paid in full.
- If ARC Training is of the opinion that the student would be unreasonably disadvantaged if a refund did not occur, the student's situation would be reviewed to ensure the matter was resolved in a fair and reasonable manner. This is particularly relevant when Special Consideration is required for medical or other unforeseen circumstances. Special Consideration circumstances will require the student to provide supporting evidence when submitting a Refund Request Form.
- If the student is not satisfied that their refund was managed in a fair and reasonable manner the student can submit a complaint or appeal. This form can be obtained from Head Office or at [www.arctraining.com.au/terms-and-conditions-nsw/](http://www.arctraining.com.au/terms-and-conditions-nsw/)

### Requesting a refund

To request a refund, you can either download a refund request form from our website or contact the ARC Training Head Office by email [support@arcgroup.com.au](mailto:support@arcgroup.com.au) and request one be sent out to you

- Once completed, the form must be sent through to ARC Training Head Office for processing
- The application will be reviewed and processed within fourteen (14) calendar days from receipt.
- The student will be advised if their request has been successful or unsuccessful

**Download a Refund Request Form:** [www.arctraining.com.au/terms-and-conditions-nsw/](http://www.arctraining.com.au/terms-and-conditions-nsw/)

If students are unhappy with a decision concerning a refund or fees, you are encouraged to discuss the matter with our Consumer Protection Officer the Administration Manager at ARC Training Head Office. Contact details are available on the front page of this handbook.

### 33. Consumer Protection Strategy

Students participating in a training program subsidised by the NSW Government under the Smart and Skilled Program have the right to expect that the training they receive is of a high standard. All training must meet the standards of the Australia Skills Quality Authority (ASQA) and the requirements of the Smart and Skilled Program Contract.

Students also have the right to expect:

- That the training provider (Train Australia Pty Ltd t/as ARC Training RTO 91007) will meet the NSW government's expectations
- To be informed about their personal information and how it is to be used or disclosed
- Access to the consumer protection and complaints process

#### Consumer Protection Policy

For further information about Consumer Protection, please view the *ARC Training Consumer Protection Policy and Procedure* on our website [www.arctraining.com.au/terms-and-conditions-nsw/](http://www.arctraining.com.au/terms-and-conditions-nsw/)

For further information about the Smart and Skilled Program Consumer Protection Strategy, please view the document at:

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/consumer\\_protection\\_strategy.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf)

### 34. Compliance with Legislation

Dependant on the State or Territory that you're studying in, or the course you're taking, we take guidance from the following key pieces of legislation. Please contact our head office if you'd like more information about these, or any others that may affect your training:

- Age Discrimination Act 2004
- Apprenticeship and Traineeship Act 2001
- Copyright Act 1968
- Competition and Consumer Act 2010
- Children and Young Persons (Care and Protection) Act 1998
- Data Provision Requirements 2012
- Disability Discrimination Act – Education Standards 2005
- Disability Discrimination Act 1992
- Equal Opportunity Act 2010
- Education and Training Reform Act 2006
- Fair Trading Act 1987
- Freedom of Information Act 1982
- Higher Education Support Act 2003
- Information Privacy Act 2014
- *Specific legislation noted in course materials*
- National Vocational Education and Training Regulator Act 2011
- NSW Education ACT 1990
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Racial Discrimination Act 1975
- Student Identifiers Act 2014
- Sex Discrimination Act 1984
- Standards for Registered Training Organisations (RTOs) 2015
- Workplace Gender Equality Act 2012
- Workplace Injury Management and Workers Compensation Act 1998
- Work Health and Safety Act 2011
- Work Health and Safety Act 2011 (NSW), and

If anything changes that could have an influence on your studies, we will always inform you of the changes in writing. For access to the Australian Legal Information Institute of Databases of Commonwealth, State and Territory legislation see: [www.austlii.edu.au](http://www.austlii.edu.au). For legislative and regulatory requirements relating to VET see: Australia Skills Quality Authority [www.asqa.gov.au](http://www.asqa.gov.au).

## 35. Complaints and Appeals

The first step to try and resolve any issue or grievance you may be having, is to first contact and speak with an ARC Training representative or email [support@arctraining.com.au](mailto:support@arctraining.com.au). In the event that any difficulties you are encountering are unable to be resolved to your satisfaction, you are able to lodge a formal Complaint or an Appeal against an assessment decision.

Our Complaints and Appeals policy, procedure and form can be downloaded from our website or requested by email, or telephone via our Head Office.

**Download a Complaint/Appeal form:** [www.arctraining.com.au/terms-and-conditions-nsw/](http://www.arctraining.com.au/terms-and-conditions-nsw/)

## 36. Privacy and Access to Information

ARC Training collects personal information to efficiently carry out its functions. Your information is stored securely and only accessed when required by the appropriate responsible officer.

You may request access to your information and/or your progress throughout your training as long as you verify your identity with ARC Training. Verification of your identity is confirmed by you providing your name, address and date of birth recorded with ARC Training. For this reason, it is very important that you keep your information updated with us. ARC Training will not give your personal information to a third party without your express written permission.

It is important to note though that a declaration is included on the Enrolment form, giving authority for ARC Training to provide information as required to Government Departments and Authorities, Australian Apprenticeship Centres, or your employer if it is relevant to your training.

In order to participate in the Smart and Skilled Program, you must complete a *Consent form for the Use and Disclosure of Personal Information*. If you choose not to sign the form, you cannot participate in the Smart and Skilled Program.

## 37. Welfare and Guidance Services

ARC Training recognises that students may have problems which do not directly concern their course, training provider or work placement, but may affect their ability to achieve competency. Students to discuss if they require education and support services during the information session or at enrolment with an ARC Training representative to develop a solution.

If a student experiences any personal difficulties with their course they should contact their trainer or ARC Training representative, which will be discussed and referred to the Training Delivery Manager for review and develop a solution. When it is identified that the student's needs for education and support services exceed ARC Training's support capabilities and expertise, ARC Training will refer its students to appropriate external support groups for assistance and their expertise.

If students are experiencing any difficulties, please speak to your Trainer & Assessor or seek help through one of the support services listed below:

### **Headspace Parramatta**

Telephone: 1300 737 616

Site: [www.headspace.org.au](http://www.headspace.org.au)

### **Youth Beyond Blue**

Telephone : 1300 224 636

Site: [www.youthbeyondblue.com](http://www.youthbeyondblue.com)

### **Reading and Writing Hotline**

Telephone: 1300 655 506

Site: [www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)

### **Employee Assistance Program**

Telephone: 1800 81 87 28

Site: [www.accesseap.com.au](http://www.accesseap.com.au)

### **Lifeline**

Telephone: 13 11 14

Site: [www.lifeline.org.au](http://www.lifeline.org.au)

### **Indigenous Support Services**

Site: [www.indigenoussupportservices.com](http://www.indigenoussupportservices.com)



## Annexure A – Definitions

**AQF** – The Australian Qualifications Framework is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

**AQTF** – The Australian Quality Training Framework is the national set of standards which assures nationally consistent, high quality training and assessment services for the clients of Australia’s vocational education and training system.

**ASQA** – The Australian Skills Quality Authority is the national regulator for Australia’s vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

**APPRENTICE** – A student who is employed in a structured, employment-based training program that leads to becoming a qualified tradesperson and gaining a nationally recognised qualification.

**ASSESSMENT TOOLS** – Course-specific materials used to conduct and record assessment, including materials filled in by students.

**COMPETENCY** – Demonstrated capacity, knowledge and ability to perform a task or skill, needed to satisfy the requirements of a Unit of Competency, in a particular situation.

**FUNDING** – Provides eligible students with an entitlement to NSW government-subsidised training.

**GROUP TRAINING ORGANISATION (GTO)** – Employ apprentices and trainees and place them with host employers. The GTO organises off-the-job training, recruitment, job rotation and pay.

**HOST EMPLOYERS** – Provides the mandatory and voluntary on-the-job training and experience.

**NVR ACT** – The National Vocational Education and Training Regulator Act 2011 governs the regulation of the vocational education and training sector in Australia.

**OFF-THE-JOB TRAINING** – Training that takes place away from a person’s job, usually off the premises.

**ON-THE-JOB TRAINING** – Training acquired or learned while working at a job.

**PERFORMANCE CRITERIA** – Specifies the required level of performance to be demonstrated by students to be deemed competent in a Unit of Competency.

**QUALIFICATION** – Formal certification, issued by a relevant approved body, in recognition that a person has achieved learning outcomes or competencies.

**REGISTERED TRAINING ORGANISATION (RTO)** – An organisation, registered with ASQA in accordance with the requirements of the VET Quality Framework, to provide specific vocational education and training and/or assessment services.

**SKILLS SERVICE ORGANISATIONS (SSO)** – Develop and maintain training package content – including qualifications, skill sets, and Units of Competency.

**STANDARDS FOR REGISTERED TRAINING ORGANISATIONS 2015 (SRTOs 2015)** – the national standards against which applicants for registration as a VET provider are assessed.

**STATEMENT OF ATTAINMENT** – A statement confirming that the person has successfully completed the units of competency specified.

**STUDENT** – A person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.

**SUPERSEDED** – Previously endorsed Qualifications and Units of Competency, that have been now replaced with a more current version.

**THIRD PARTY RTO** – Any party that provides services on behalf of the RTO, which is not the RTO.

**TRAINEE** – A trainee is a student who is learning a vocation under a supervisor in the workplace.

**TRAINER & ASSESSOR** – Anyone who fulfils one or more activities linked to the (theoretical or practical) training and assessment functions, either in an educational institution, training institution or at the workplace.

**TRAINING CONTRACT** – A legally binding agreement between an employer and an apprentice or trainee, and their legal guardian, where required, to undertake an apprenticeship or traineeship training.

**TRAINING RECORD BOOK** – A document provided by the RTO to the apprentice or trainee with the purpose of monitoring the progress of the apprentice or trainee against the Training Plan.

**TRAINING PACKAGE** – Are all the components endorsed by the Service Skills Organisations that define the guidelines and standards surrounding delivery of training and assessment against the listed qualifications. Endorsed components are; units of competency; assessment requirements; qualifications and credit arrangements.

**TRAINING PLAN** – A documented program of training and assessment, developed by the RTO in accordance with AQTF requirements and in consultation with the parties to the Training Contract.

**UNIT OF COMPETENCY** – The specification of the standards of performance required in the workplace as defined in a Training Package.

**USI** – Unique Student Identifier

**VET** – Vocational Education and Training

**VET QUALITY FRAMEWORK (VQF)** – comprises the; SRTOs 2015, AQF, Financial Viability Risk Assessment Requirements, and Data Provision Requirements. RTOs must comply with every component of the framework.