



Making career development easy

Student Handbook Queensland

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 Vocational Education and Training Quality Framework (VET Quality Framework).

Contact Information

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For further information on our services see our website: <http://www.arcgroup.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:

<https://arctraining.com.au/terms-and-conditions-gld/>

ARC Training gratefully acknowledges the subsidies provided by the Queensland Government under their funded programs: Certificate 3 Guarantee program and Higher Level Skills program.

Disclaimer – Student Handbook Queensland

The information contained in the Student Handbook has been prepared as a resource to assist persons considering to be informed about ARC Training, responsibilities and those who are eligible under the Certificate 3 Guarantee and Higher Level Skills Program funded by the Queensland Department of Employment, Small business and Training.

The Certificate 3 Guarantee and Higher Level Skills Program Policies and Guidelines and relevant legislation are subject to change, please check with an ARC Training representative to seek any changed information and/or updates.

Due to the specific nature of the Certificate 3 Guarantee and Higher Level Skills Program Funding Guidelines, some sections of the Student Handbook are taken directly from the following documents:

- The Vocational Education and Training Pre-Qualified Supplier Agreement 2018- 19 (PQS Agreement).
- The Certificate 3 Guarantee Program Policy 2018-19.
- The Certificate 3 Guarantee Student Fact Sheet available by [clicking here](#).
- The Higher Level Skills Program Policy 2018-19.
- The Higher Level skills Student fact sheet available by [clicking here](#).
- The PQS marketing and disclosure fact sheet.
- Skilling Queenslanders for Work.
- The Inclusive Learning Framework.

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1. Welcome to ARC Training

Welcome to ARC Training RTO Code 91007, we are an innovative RTO that prides itself on making career development easy since 2004. We offer a wide range of Vocational Education and Training courses including traineeships in Queensland.

If you want to study a full qualification or short course, ARC Training has a range of entry level qualifications at certificate II and certificate III to be able to enter the industry and for professional development or career offers certificate IV qualifications.

Students may need to refer to this Student Handbook throughout your training to assist you to understand your obligations and responsibility as a student and obtain further information on topics.

If you have questions related to your training program, concerns or want further details about ARC Training's policies and procedures, please contact an ARC Training representative by calling 07 3062 4999.

ARC Training has been approved by the Queensland government to provide the following qualifications which are eligible for Queensland government funding:

- BSB30115 Certificate III in Business
- CHC22015 Certificate II in Community Services
- CHC33015 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support
- CHC43115 Certificate IV in Disability*
- CHC43415 Certificate IV in Leisure and Health
- SIT20316 Certificate II in Hospitality
- SIT30616 Certificate III in Hospitality
- MSM30116 Certificate III in Process Manufacturing
- TLI21216 Certificate II in Driving Operations
- TLI21815 Certificate II in Logistics
- TLI31616 Certificate III in Warehousing Operations
- TLI32416 Certificate III in Logistics

An ARC Training representative is available to discuss any aspect of the course, inherent requirements, entry requirements, ARC Training requirements, unit selection, security clearances, work placement and assessment expectations prior to enrolment.

* Student eligibility restrictions apply

Definitions - For the list of definitions relevant to this Student Handbook, please refer to [Annexure A](#) at the end of this document.

2. Vocational Education and Training

In Australia, VET training and assessment is delivered by RTOs listed on www.training.gov.au and can lead to a nationally recognised qualification or accredited course. Vocational Education and Training (VET) is education and training that focuses on providing skills for work.

Vocational Education and Training (VET) is designed to provide the skills that employers and industry need now and in the years to come.

3. Access and Equity

ARC Training applies Access and Equity principles to provide a learning environment free from discrimination, harassment and bullying.

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.

If you need extra assistance please contact the Program Coordinator or allocated Trainer and Assessor. Further information can be found in the [Code of Conduct](#) section of this Student Handbook.

4. Queensland Government Subsidised Training

ARC Training is authorised as a pre-qualified supplier by the Queensland Department of Employment, Small business and Training to deliver publically funded training under the **Certificate 3 Guarantee and Higher Level Skills Program**. These programs provides subsidised training for Queensland students who meet eligibility criteria.

Students make a co-contribution towards the cost of their training, as required by the government, concessions fees and exemptions for eligible students who meet the enrolment criteria and conditions, as set by the Certificate 3 Guarantee or Higher Level Skills Pre-qualified Supplier Agreement, Policies and Operating Guidelines.

An ARC Training representative will assist you during the enrolment process and provide you with the information and factsheet you need to check your eligibility for subsidised training funded by the Queensland Government.

The funding subsidies, concessions or exemptions for **Certificate 3 Guarantee and Higher Level Skills** can apply to vocational qualifications and skill sets which attract a government subsidy. To find out more about the **Certificate 3 Guarantee Program and Higher Level Skills program**, you can access the Student Fact Sheet- available at the link below:

Certificate 3 Guarantee Program - [student fact sheet click here](#)

Higher Level Skills program - [student fact sheet click here](#)

5. Eligibility Requirements

Based on the **Certificate 3 Guarantee and Higher Level Skills Program** to be eligible to enrol in a subsidised course, prospective student must provide evidence that they are:

- Aged 15 years or over;
- Permanently reside within the state of Queensland;
- An Australian citizen, Australian permanent resident (includes humanitarian entrant) temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen;
- No longer be at school – only for Certificate 3 Guarantee and Higher Level Skills
- For **Certificate 3 Guarantee Program** - not hold, and not be enrolled in, a Certificate III or higher level qualification. This excludes qualifications which were completed at school and Certificate I to Advanced Diploma completed prior to 1st January 1995.
- For **Higher Level Skills program** – not hold, and not be enrolled in, a Certificate IV or higher level qualification. This excludes qualifications which were completed at school and Certificate I to Advanced Diploma completed prior to 1st January 1995.

During the information session and enrolment – please check with your ARC Training representative as each student's circumstances to be considered.

- Students who successfully complete a qualification under the **Certificate 3 Guarantee Program**, they will **no longer** be eligible for a government-subsidised training place under the Certificate 3 Guarantee funding.
- Students who successfully complete a qualification under the **Higher Level Skills program**, they will **no longer** be eligible for a government-subsidised training place under the Higher Level Skills Program.

Co-contribution Fees

Under the **Certificate 3 Guarantee Program and Higher Level Skill Program**, a student contributes towards the cost of training through the payment of a co-contribution fee.

There are different types of student fees. ARC Training set the fee price for training and must charge the student as per the Certificate 3 Guarantee Program Guidelines and Higher Level Skill Program Policy. All fees are calculated for each Unit of Competency.

Co-Contribution Fee Types

The student fee types are:

1. Non Concessional fee- applies to students who **are eligible** for a subsidised training place but do **not** qualify for a concession or exemption.
2. Concessional fee - applies to students who are eligible for a subsidised training place **AND** eligible for **Concessional status**:
 - Students must be receiving a specified benefit or allowance **at the time of enrolment** is eligible for a concession.
 - Students must provide **evidence** to ARC Training of their current status such as a concession, health care or pensioner card or a specified Commonwealth benefit or allowance.
 - Health Care cards, Concession or Pensioner cards must be **valid** when provided at enrolment.
 - 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.
 - Australian Aboriginal and Torres Strait Islander people.
 - Students with a disability.
3. Exemption – applies to prospective students who are eligible for a subsidised training place **AND** eligible for **Exemption**: the follow group can apply for an exemption - Queensland Year 12 graduates, enrolling in Vocational Education and Training in Schools and Skilling Queenslanders for Work participants (**Certificate 3 Guarantee Program**)

Total Co-Contribution Fee

A student total co-contribution fee includes the all of the costs associated with the undertaking and achievement of the qualification, work placement and obtaining a national police check provided through National Crime Check Pty Ltd.

ARC Training fees are calculated for each unit of competency and charged at enrolment.

1. Non-concessional co-contribution fees are \$2 per unit of competency.
2. Concessional co-contribution fees are \$1 per unit of competency.
3. Year 12 school leavers – fee-free. (Certificate 3 Guarantee only)

Queensland Year 12 Graduates

The Queensland Government is offering fee-free training in high priority qualifications to support Year 12 graduates a pathway to employment and career success. To be eligible for fee-free training, the student must meet the eligibility criteria above and:

- Have evidence of completing Year 12 in Queensland and hold a Senior Statement issued by the Queensland Curriculum and Assessment Authority or equivalent certification.
- Enrol in a high priority qualification up to certificate III level.
- Commence training within 12 months of graduating Year 12.

For prospective student who meet this criteria please contact ARC Training representative.

Certificate 3 Guarantee

Approved Qualifications		Concessional	Non-concessional
Business and Customer Service			
BSB30115	Certificate III in Business.	\$12.00	\$24.00
Community Services			
CHC22015	Certificate II in Community Services	\$ 9.00	\$18.00
CHC33015	Certificate III in Individual Support.	\$13.00	\$26.00
Hospitality			
SIT20316	Certificate II in Hospitality	\$12.00	\$24.00
SIT30616	Certificate III in Hospitality	\$15.00	\$30.00
Manufacturing			
MSM30116	Certificate III in Process Manufacturing	\$21.00	\$42.00
Transport and Logistics			
TLI21216	Certificate II in Driving Operations	\$18.00	\$36.00
TLI21815	Certificate II in Logistics	\$11.00	\$22.00
TLI31616	Certificate III in Warehousing Operations	\$19.00	\$38.00
TLI32416	Certificate III in Logistics	\$13.00	\$26.00

Higher Level Skills

Approved Qualifications		Concessional	Non-concessional
Community Services			
CHC43015	Certificate IV in Ageing Support	\$18.00	\$36.00
CHC43115	Certificate IV in Disability	\$14.00	\$28.00
CHC43415	Certificate IV in Leisure and Health	\$17.00	\$34.00
Transport and Logistics			
TLI41816	Certificate IV in Warehousing Operations	\$21.00	\$42.00

Student may pay the relevant fees either by cash, credit card, or bank transfer at enrolment;

- For cash payments during the enrolment session , cash payment will be accepted during the enrolment session and receipt will be issued when payments are made
- For credit card payment- Student will be requested to call Accounts Department to process their credit card payment or to call their enrolment officer for guidance.
- For bank transfer, student to use the following information below;
 - Train Australia Pty Ltd
 - BSB: 082 330 / Account Number: 570570064
 - Reference: use the invoice number provided to you

Students to be aware that they may incur other training related expenses to undertake their chosen qualification and work placement such as lunches, black pants, enclosed shoes and travel arrangements. Students will need to make arrangements to cover these for the duration of the qualification.

If you require further information or need to discuss your concerns and learning needs please contact ARC Training on 07 3062 4999.

6. Pre-Enrolment Information

Before you enrol in a course, please contact ARC Training to discuss your chosen qualification and the eligibility criteria to access a government-subsidised training place under the Certificate 3 Guarantee or Higher Level Skills program, alternatively please visit our website to read about your chosen qualification and read the eligibility criteria and access the relevant Student fact sheet.

Before you can enrol you must attend an information session and meet with us, for the information session you will need to provide the following:

- a) Identification documents – valid, current and colour photographic identification documents, examples of the documents you can provide are:
Driver’s licence with Queensland address; Medicare card, Birth certificate; Australian Passport; 18+ Proof of Age Card; Health Care Card with Queensland; Australian Citizen Certificate.
- b) A Unique Student Identifier (USI) – see section 9
- c) For Concessions or Exemptions - Documents indicating the receipt of a specified Commonwealth government benefit or allowance.
- d) If you have been known by previous names and/or surnames please provide a certified copy of birth certificate or change of name certificate.
- e) If applicable provide certified copies of any Certificates or Statement of Attainment/s for previously completed qualifications (also see [Credit Transfer](#) and [Recognition of Prior Learning](#) sections in this student handbook).

At the information session ARC Training will provide information in relation to the following:

- Depending on your chosen course the eligibility criteria for Certificate 3 Guarantee program and Higher Level Skills program.
- Providing and obtaining a Unique Student Identifier.
- Information regarding the course you are enrolling into.
- Information about co-contribution fees and refunds.
- Student rights and responsibilities
- If applicable information regarding obtaining a security clearances and work placement.
- Accessing support and assistance during training.
- If applicable Credit transfer and Recognition of Prior Learning information.
- If applicable access to the application form and apply for a National Police Check
- If applicable access to the application form and apply for a Blue Card.
- Enrolment form.

Inherent Requirements

Inherent requirements are mandatory requirements or expectation that a student must meet as a result of the training package, legislation, regulation or funding bodies’ requirements.

Students need to satisfy the Sales team that they will be able to provide or satisfy those inherent requirements prior to enrolment in the qualification, or qualifications with work placement requirements.

Examples of Inherent requirements include: provide Police check, provide Blue Card or Working with Children check, provide evidence of vaccination, physically fit to participate in mandatory work placement as part of the course requirements, sitting, kneeling, squatting and forward bending, good vision to identify equipment and meet specific ACSF level requirement.

ARC team will not knowingly discriminate, but you will be provided advice and relevant information that will assist you in making an informed decision to enrol in the qualification.

7. Enrolment

Please ensure that you have carefully considered enrolling into your chosen qualification, taking in to consideration your learning goals, inherent requirements and current circumstances.

At the time of enrolment if you are under the age of 18 years ARC Training will require the consent from your parent or guardian and for them to co-sign the enrolment forms and declarations.

At the information session you will be informed of delivery locations, training timelines and support services and if applicable details of work placement.

Depending on the requirements of the industry and the placement provider in order to undertake work placement, students will need to obtain the necessary security clearance such as National Police Certificate, Blue Card or Yellow card and if required able to provide vaccination records. ARC Training can assist you with applying for these.

If your chosen qualification requires you to hold a security clearance, you must have the issued document before you can commence training.

ARC Training will conduct an interview with you to discuss your learning goals, discuss if you attained previous qualifications. Please read and complete the enrolment form. It is essential that all students complete the form accurately and legibly in order to assist ARC Training.

At enrolment ARC Training will confirm that the Prospective Student has signed a declaration confirming the following:

- All information provided by the Prospective Student is true, accurate, complete and not misleading in any way.
- The Prospective Student has been provided with the details of the Fee chargeable, refunds and the Student Information.
- If students want ARC Training to apply for USI on your behalf.
- Consent to access the USI system to confirm your eligibility for funding and report your progress throughout the program.
- The Prospective Student has been provided with the relevant student fact sheet for Certificate 3 Guarantee or Higher Level Skills program.
- Consent to use and disclosure of personal information to the Queensland Department of Employment, Small business and Training and other Government agencies.
- On attaining the qualification that will no longer be eligible for a government-subsidised training place under the Certificate 3 Guarantee or Higher level skills program.
- Complete a Training and Employment Survey at the completion or discontinuation of this course.

8. Language, Literacy and Numeracy (LLN) and Special Needs

As part of the enrolment ARC Training will ask you to complete Language, Literacy and Numeracy assessment either through an online website LLN robot or paper based document. It is a diagnostic tool to assist ARC Training to identify a student's language, literacy and numeracy skills. The results from the language, literacy and numeracy assessment is used to determine educational and support services which students may require to successfully participate in training and assessment.

We encourage you to provide information to the ARC Training representative regarding any disabilities, difficulties or circumstances which you are aware of that can impact on you participating in training, completing assessments and if applicable completing work placement.

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.

When it is identified that a student has Language, Literacy and Numeracy issues or Special Needs, ARC Training will discuss with the student on the support ARC Training can provide and prepare a Core Skill support plan. All discussions concerning LLN and Special Needs assistance is kept strictly confidential between ARC Training and the student.

9. Unique Student Identifier (USI)

What is a USI?

It is a national VET student identification number for all nationally recognised training, which was implemented 1st January 2015. Any person who undertakes a nationally recognised unit of competency or qualification in Australia is required to have a Unique Student Identifier in accordance with the Student Identifiers Act 2014 and Privacy Act 1988.

The USI will be a lifelong number and 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.

Once you have obtained your USI you are required to provide the USI at enrolment. If you do not provide your USI we will be unable to issue your nationally recognised qualification or statement of attainment.

How do I get a USI?

You can create the USI yourself by visiting www.usi.gov.au and following the instructions provided on the website or provided below. Alternatively ARC Training can assist you to apply for a USI on your behalf when you mark at the student declaration section on the enrolment and provide at least two forms of valid identification and your contact details. For more information please visit the USI help centre <https://www.usi.gov.au/help-centre/students>

To create a USI myself?

To create your USI only takes a few minutes which starts by visiting the USI website www.usi.gov.au and follow some simple steps:

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.

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 and a copy will be sent to the student's email or text message.

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

Identification Documents

As enrolment ARC Training requires request for you to provide identification documents in order to determine your eligibility for a government-subsidised training place under the Certificate 3 Guarantee or Higher Level Skills program.

If you wish to apply for a concession or exemption of the fees, you must also provide evidence of concession documents.

To meet the eligibility criteria for either **Certificate 3 Guarantee or Higher Level Skills Program** the identification documents you provide to provide evidence of:

- Full Name.
- Date of Birth.
- Queensland residency.
- Australian Citizenship or Residency Status.
- Concessional Documents – if you are claiming concessional fee, examples include valid Health Care card or Pensioner Card.

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

- Driver's licence/ 18+ Card
- Medicare Card
- Health Care card
- Australian, New Zealand or International Passport
- Birth Certificate (Australian)



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If you are unsure about your identification documents and eligibility, please contact an ARC Training representative and we can assist you. If you are found to be eligible, you will be advised of your total co-contribution fee amount at enrolment.

10. Refund

A refund of your student co-contribution fee may be provided based:

- A course has been cancelled or postponed by ARC Training
- Student or Employer has overpaid the advertised or concessional student co-contribution fee.
- If you request a refund seven (7) business days before training has commences or in accordance with any cooling off period as determined by state funding agreements or consumer protection legislation.
- If the student withdraws from a qualification but has completed all the requirements for a lower level qualification (which attracts a lower student fee), students will be refunded the difference in fees (providing the fees have been paid in full).
- ARC Training are of the opinion that the student would be unreasonably disadvantaged if a refund did not occur.

To request a refund, please visit or contact the ARC Training and request the refund form to be sent out to you or visit our website (<https://arctraining.com.au/terms-and-conditions/terms-and-conditions-qld/>) and download the refund form.

- Once completed, the form must be presented or emailed to the ARC Training Office for processing
- The student will be advised via email if their refund request has been successful or unsuccessful
- The application will be reviewed and processed within fourteen (14) calendar days from approval of refund request to the student's nominated bank account.

If you request a refund from your course after training has commenced you are not eligible for a refund.

If students are unhappy with a decision concerning a refund or fees, you are encouraged to discuss the matter with the Administration Manager.

11. Training Delivery

ARC Training provide training utilising a classroom or on an online environment. ARC Training will organise training facilities within various locations in Queensland.

Mode of delivery

1. Classroom – at a classroom, ARC Training Campus, suitable hired venue or workplace, with all study materials provided. We use a mix of activities and discussions to cover the learning materials provided and we endeavour to use realistic examples as much as possible.
2. Online through Connected Classrooms – Assessments, learning materials, supplementary material is available through the Learner Management system called Canvas.
 - Online delivery we provide video conferencing software called Zoom to provide the training sessions, Zoom is provided within Canvas. For each training session you will sent a meeting request.
 - Students will need to log in on a regular basis to read the learning material, access each quiz and assessment to complete either online or download complete and upload.

Students who complete the course through Canvas must have a valid email address, access to reliable internet service, a functional computer / smart device loaded with a web browser and software to view course material, view videos, download workbooks, participate in discussions using video conferencing and complete and upload assessments.

Students who enrol in to the online course will be issued with a username and password and sent to them via email. For security reasons please do not share with any other person. For more information please go to [Annexure B](#) at the end of the Student Handbook.

If you encounter issues with ARC Training's Learner Management System, need to reset your password and need help please contact the Program Coordinator at 07 3062 4999.

3. Self-Paced – Activities such as personal and work place reflections, research and assessment preparation. Assessment preparation includes writing drafts for their role plays and reports.

Inclusive Learning

The *Queensland VET Inclusive Learning Framework* has been designed to assist and guide training providers to achieve good inclusive practice. Inclusive practice means to include and support all students with varying skills and needs in vocational training.

Inclusive practice provides:

- The right for everyone to learn
- Access to learning opportunities
- A supportive learning environment
- Respect for learners differences and values
- Opportunity for lifelong learning

To find out more please contact ARC Training 07 3062 4999.

12. Attendance

Students are required to attend each class or workshop provided by ARC Training or access the video conferencing through our Learner Management System. For each class your trainer will have an attendance sheet which we require to complete to show your participation in training for each unit of competency.

Your class attendance will be monitored by our Program Coordinators. Regular class attendance and participation is required to get the most out of the course, time to practice and ask the trainer questions and discuss ideas with other students.

If you are unable to attend any class, please contact the Program Coordinator as soon as you can by calling 07 3062 4999.

13. Assessment

ARC Training to provide Assessment resources for each unit of competency. Assessment methods will be a combinations of a multiple choice questions, short answer questions, projects, case studies, reports and role plays in a simulated work environment. If required the demonstration of practical skills during work placement.

For each assessment that you are given to complete, please provide your name or initials on each page at the top or bottom of the page, please complete each question and if you add additional pages to the assessment workbook please provide your name and the assessment task number and assessment question it is covering the be at the top of the document.

Please check that you have completed the student declaration and each of your responses are clear and detailed for each question, case study, scenario or project. We need to check that your responses align with the requirements of each unit of competency.

Each completed assessment workbook needs to be submitted to your trainer

If you have missed questions or your responses are found to be inadequate against the marking guide it will be returned to you. If you have any difficulties with questions or need to clarify, please ask your trainer or contact the Program Coordinator via email or call 07 3062 4999.

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.

A result of 'Satisfactory' or 'S' on your assessment means that you have provided adequate responses for each assessment task to the required level.

A result of 'Not satisfactory' means that you will need to provide more information on the tasks, provide further evidence or confirmation of your knowledge and skills.

A result of 'Competent' or 'C' means that you have attained a 'satisfactory result for each of the assessment tasks designed to satisfy a Unit of Competency.

Students must receive a 'Competent' outcome for all Units of Competency that make up your chosen course to be awarded the full qualification. If you are unable to complete the full qualification, we will issue you with a statement of attainment for the units of competency which are determined as Competent.

14. Resubmission

If your assessment responses are found to have not met the assessment task you will be provided with feedback from the Assessor as to why. Your assessment workbook will be returned to you and will have notes of the assessment tasks require to be addressed and if additional evidence is required.

Students will be given up to two weeks to resubmit their assessment to their Trainer and Assessor, if it takes longer than two weeks please maintain regular contact with your Trainer and Assessor.

All students have up to three (3) 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 provided to successfully achieve a satisfactory result or competent outcome.

15. Assessment Appeals

If students are unhappy with an assessment decision that has been reached by the Assessor, they can appeal the result by contacting their Program Coordinator. If the response to their initial concerns student can access and use the ARC Training Complaints and Appeals Policy and Procedure. Please speak with an ARC Training on 07 3062 4999.

16. Work Placement

ARC Training has identified a number of qualifications which require mandatory work placement as a component of the qualification.

Work placement is unpaid work, so it is important to be prepared for this aspect of your studies. ARC Training to discuss with Students what is considered appropriate clothing to wear at the placement provider. ARC Training to provide each with two (2) ARC Training student shirts before you start placement.

The following qualifications have mandatory work placement for students:

- CHC33015 Certificate III in Individual Support – required to complete 120 hours of work placement.
- CHC43015 Certificate IV in Ageing Support – required to complete 120 hours of work placement.
- CHC43115 Certificate IV in Disability – required to complete 120 hours of work placement.
- CHC43415 Certificate IV in Leisure and Health – required to complete 120 hours of work placement.
- SIT20316 Certificate II in Hospitality – required to complete 12 service shifts.
- SIT30616 Certificate III in Hospitality – required to complete 36 service shifts.

ARC Training has a work placement team who will be able to source and organise work placement utilising our placement providers. ARC Training will support students who want to locate their own work placement at a suitable workplace.

Evidence of completing shifts MUST be recorded to state that you have completed the required amount of hours or shifts within the workplace. Students must complete the vocational industry placement requirements of the Training package prior to the issuing of the qualification or statement of attainment.

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. Please speak with an ARC Training representative or your trainer to discuss concerns and questions about work placement.

17. Consumer Protection Strategy

ARC Training is committed to ensuring that the rights of our consumers are maintained. Students participating in a training program subsidised by the Queensland Government have the right to expect that the training they receive is of a high standard.

Students also have the right to expect:

- Provided with sufficient information so that they can make an informed enrolment decision.
- To be informed about their personal information and how it is to be used or disclosed
- Access to consumer protection and a complaints and appeals process
- That ARC Training RTO code 91007 will meet the Queensland government's expectations
- Ethical and accurate advertising and marketing material.

If you would like to provide feedback or make a complaint about your experiences with ARC Training please contact our Consumer Protection Officer Emma Jory - Administration Manager via:

- Email address: emma.jory@arcgroup.com.au
- Contact number: 02 8833 3999

18. Complaints and Appeals

ARC Training understands that consumers may wish to make a complaint about our service, staff or assessment decision. We welcome the feedback to meet the needs of our customers and improve our services.

In the first instance please contact an ARC Training representative on 02 8833 3999 to discuss and resolve any issue or grievance.

Within 48 hours of receiving the complaint/appeal the Consumer Protection Officer will acknowledge in writing that they have received the complaint/appeal and will outline the next steps in the resolution process.

An investigation of the matter will be undertaken that respects the rights and privacy of all involved subsequently occurs. All findings of the investigation will be made available to the complainant.

The Administration Manager will organise a meeting with the complainant to discuss the outcomes of the investigation and the action to be taken by ARC Training to resolve the complaint.

If ARC training takes more than sixty (60) calendar days to process and finalise the complaint/appeal they will inform the complainant/appellant in writing via mail to detail why this is required and will provide the complainant/appellant regular progress updates via email on the progress of their lodged complaint/appeal.

During the complaints and appeals process the student's enrolment will remain active.

Customers can lodge their formal Complaint/Appeal by first accessing the complaints and appeals form by contacting ARC Training to request one or visit website to download the form and send it to the Administration manager.

If students are not satisfied with the response you can seek assistance or a review from an independent organisations such as:

Office of Fair Trading - contact the Queensland Office of Fair Trading through the following:

- Visiting: www.qld.gov.au/law/fair-trading
- Office number: 13 74 68

Queensland Ombudsman - Contact the Queensland Ombudsman through the following:

- Visiting: www.ombudsman.qld.gov.au
- Office number: 07 3005 7000

19. Student Responsibilities

All students of ARC Training must ensure that they:

- Provide true and accurate information in a timely manner.
- Behave in an ethical and responsible manner during training and assessment activities.
- Attend each class on time and participate in class and provided activities.
- Do not damage or misuse equipment, resources and facilities.
- Respect the opinions and background of others.
- Submit your assessments and progress through their course.
- Ensure that each assessment task you complete is your own work
- Undertake all assessment work requirements in the designated timeframes.
- Meet your "Duty of Care" for personal health, safety and welfare, as well as for others.
- Participate in evaluation activities and offer constructive feedback in relation to your training and assessment.
- Wear appropriate clothing and footwear.
- Contact ARC Training if unable to attend training or personal circumstances change which affect you attending training and completing assessments and if applicable Work Placement.

20. RTO Responsibilities

The RTO to provide:

- Provide adequate, current and appropriate insurance and registration.
- Provide quality training and assessment that meets the Standards for RTO's 2015.
- Provide the training and support necessary to enable students to complete each unit of competency.
- Provide a complaints and appeals process and consumer protection process including a Consumer Protection Officer.
- Monitor and maintain student's attendance, participation, progress and student file.
- Issue AQF certification documents on successful completion of the course or for each unit of competency attained.
- Comply with all requirements of relevant State and Commonwealth governments and regulatory bodies.
- Comply with legislation relevant to operation of its business.
- Protect personal information in accordance with the National Privacy Principles and have access to that information on request.
- Provide a safe training environment free from harassment and discrimination.
- Will keep records of competency completion for a period of at least thirty (30) years.

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 the attained units of competency towards your chosen qualification with ARC Training.

This means that if you have successfully completed one or more units of competency at any other Registered Training Organisation you will not have to repeat the unit/s of competency. If you previously completed qualifications this may impact on your eligibility for a government-subsidised training place under the Certificate 3 Guarantee program or Higher Level Skills.

ARC Training's Credit Transfers process is:

- Any student is entitled to apply for credit transfer in a qualification for which they are enrolled in at the time of enrolment.
- Please mark on the enrolment form at the education section that you want to apply for a credit transfer. Please provide an ARC Training representative with original certificates, transcripts, or certified copies of your statement of attainment
 - After enrolment students seeking credit transfer are requested to contact ARC Training on 07 3062 4999.
- Applications for Credit transfer to be considered for whole units of competency that meet the packaging rules of your enrolled qualification.
- ARC Training acknowledges all nationally recognised certification issued by other RTOs
- ARC Training will verify the authenticity of each certificate presented with the issuing RTO.
- You will be advised by phone call in the first instance if your application for Credit Transfer has been successful or not, and the course fees payable will be adjusted and/or refunded when applicable to be in line with our Refund Policy.

22. Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL), is about providing the opportunity for you to have a Student's relevant prior learning, formal learning, employment evidence, skills and experience assessed against the requirements, evidence and outcomes required for each unit of competency to determine the credit outcomes of an individual.

The RPL process is not an easy way to get a qualification. It is a matter of the specific and relevant prior learning which will need to be assessed according to the prescribed Competency Standards.

The RPL process is a process involving the assessor collecting evidence and aligning the evidence to the unit of competency and assessment requirements relevant to the training package qualification.

The assessor needs to clearly establish the relationship of the evidence presented by yourself to the units of competency, or components of the unit of competency, that the evidence supported.

These components include:

- Elements and performance criteria
- Performance evidence
- Knowledge evidence

ARC Training will provide the student with an RPL Application Form and once it is submitted the allocated assessor may conduct an interview with you, ask you a number of questions, get to complete a practical tasks and completed written tasks.

For further information about recognition of prior learning, please ask your ARC Training representative.

23. Course progress

Students are responsible for their learning, course progress and assessments. We encourage students to actively participate in class, ask questions and discuss the aspects of the course with their trainer. Students need to make time to read the learning material, complete assessments and reflect.

Your course progress will be monitored by the Program Coordinators, if you are struggling to complete and submit assessments on time please contact ARC Training.

24. Support services

After you enrol, you will receive a welcome email from the Program Coordinators who are available for you to contact via email or phone to talk with you about your difficulties with the course, work with you to resolve your concerns and give direction to further assistance if required.

It is important that you act on your concerns immediately so we can work with you to find a solution.

25. Training and Employment Survey

On completion or discontinuation of your course students will be sent and are required to complete a brief Training and Employment Survey.

ARC Training will contact students by telephone or email, please take the time to reply. The information is given to the Queensland government for both statistical purposes and is a reporting requirement.

26. Issue of Certificates and Statements of Attainment

When you have completed your course it will be a great achievement. You will have completed your course when you have completed and submitted each of the Assessment workbooks and if applicable evidence of completing work placement.

When you have been found competent in each unit of competency in your training plan/individual learning plan. The Administration team will issue and send to the postal address provided on the enrolment form.

Certificates will be issued one (1) month after all completed documentation has been received, checked and processed.

If a student misplaces their original certificate, please contact ARC Training to request a replacement certificate. ARC Training will attempt to re-issue misplaced certificate within 10 calendar days.

27. Code of Conduct

Responsible Behaviour

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

Conduct

Students are expected to act in a courteous and orderly manner at all times when attending training courses. All ARC trainers, staff and students will be treated with respect and courtesy. Students are encouraged to allow fellow students the freedom to study and learn at their own pace. ARC training expects that students will also respect the facilities, equipment and the property of other students or staff. Inappropriate conversations or behaviour that are offensive to other students or staff will not be tolerated within an ARC Training venue.

Access and Equity

ARC Training provides all learners equal opportunity to commence training and be successful in their learning. ARC promotes equal participation of students in its courses and encourages a learning environment free of discrimination and harassment.

Bullying and Harassment

Harassment is any conduct (verbal, written or physical) which is unwanted, unwelcome or can be offensive. Any bullying or harassment in a training room or ARC Training facility, either face to face, by telephone, via text messaging or in any social media platform will not be tolerated.

Unacceptable behaviour includes:

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

ARC Training takes a zero tolerance approach to any bullying or harassment.

Computer and Technology Policy

When utilising ARC equipment, computers or other technology, students must ensure they follow the instructions of the trainer or staff member. Students are not permitted to download, delete, copy or move files from the computer system unless directed by a trainer/staff member.

Out of courtesy and consideration for other students and staff, mobile phones to be switched to silent or switched off during classes.

It is unacceptable to either view any websites that may be discriminatory and/or contain offensive or pornographic material or download any material from offensive websites.

Cheating and Plagiarism

Plagiarism is a form of cheating and is unacceptable behaviour. If it is not your own work or you have copied or obtained it from other sources, you must acknowledge the source of information.

Plagiarism is to present someone else's work or ideas as your own, without their consent. When participating in training and assessment, student's responses to assessment must be their own work.

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 are not permitted to take photos, make recordings and publish them on any social media, this relates to the classes, other student and work placement you attend and the assessments you complete.

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 with your concerns 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 Program Coordinator to discuss your concerns, attempt to have it resolved or escalated to the management team.

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 (QLD), 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 the health, safety and welfare of self and others 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.
- Contribute to keeping the training facility tidy and no obstacles blocking doorways and passages.

Personal Protective Equipment

Students will be advised via email or SMS if you are required to wear Personal Protective Equipment (PPE) during the course of your training, assessment or work placement. If required, you must check that the personal protective clothing and equipment fits you and you can wear it as instructed, in the designated areas, including at work placement sites. It is important to note that there are mandatory safety regulations in some areas.

If you have been informed that PPE is required you must wear the provided PPE appropriate. Any student failing to adhere may 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. Please follow the instructions of the Trainer or staff for the location of the designated smoking area.

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.

Unacceptable behaviour

Unacceptable behaviour is any conduct, act or omission committed by a student which disrupts, intimidates or is disrespectful towards other students, ARC trainers, contractors or staff at any of the ARC Training Venues. Students participating in a work placement must ensure that their behaviour is not disruptive and unprofessional to employees and other student while they are attending their classes or work placement site.

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

28. Transitioning from superseded to new qualifications

From time to time when Training Packages are revised and replaced, nationally recognised 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 within the teach-out period.

An ARC Training representative will identify and contact the affected students and discuss the options available will either need to complete the superseded qualification by the 'teach out' date or transition to the new qualification.

An ARC Training representative will provide students with full details of requirements if the course you are enrolled in is superseded and ensure student chosen plan are carried out.

29. How to defer your enrolment

If you decide that you want to defer from the course before or after training has commenced please contact ARC Training by calling the Queensland Office on 07 3062 4999 or visiting the office in the first instance.

Student have a maximum of 12 months from the date of commencement of your deferment. Students must start their qualification within 12 months from the date of enrolment.

You can defer from your course at any time by contacting ARC Training to discuss with a Program Coordinator your request to defer your course, date you are to return, the impact on your course and options available to you.

If you choose to withdraw from your chosen course we will provide you with an application form for you to complete and return to ARC Training in person or send via email. Once it is received we will process your application and notify you when it has been processed.

The Program Coordinator will be in contact with you at the end of your deferment to support you to recommence your enrolled course. Students who do not return to their course at the end of the deferral period, the Training delivery team to follow up with you via phone and email and we are unable to contact you we will send a 21 day notice to make contact with ARC Training regarding your enrolment.

30. How to withdraw from your course

If you decide that you want to withdraw from the course before or after training has commenced please contact ARC Training by calling the Queensland Office on 07 3062 4999 or visiting the office in the first instance.

You can withdraw from your course at any time by contacting ARC Training to discuss with a Program Coordinator your request to withdraw from your course, the impact on your course and options available to you.

If you choose to withdraw from your chosen course we will provide you with an application form for you to complete and return to ARC Training in person or send via email. Once it is received we will process your application and notify you via phone and email when it has been processed.

31. Privacy and access to information

ARC Training collects, uses and discloses personal information to meet its obligations under the National Vocational Education and Training Regulator Act 2011, regulatory obligations prescribed by Australian Skills Qualifications Framework and various government funding bodies. Your information is stored securely and only accessed when required. You may request access to your information and/or your progress throughout your training.

The personal information and documentation you provided will be collected and used by ARC Training for the purposes of:

- Assessing your eligibility for the Certificate 3 Guarantee and Higher Level Skills Program.
- if you are eligible to participate in the Higher Level Skills Program, all aspects of enrolment, administration and delivery of the qualification; and
- Advising your Job Active Provider and/or Employer (if applicable) of your participation and attendance training

ARC Training may also collect and disclose your personal information to the Queensland Department of Employment, Small Business and Training (QDESBT) and other Australian Government agencies for the purposes:

- To confirm your eligibility for participation in the Certificate 3 Guarantee or Higher Level Skills Program;
- To notify QDESBT that you have enrolled in an approved qualification;
- informing QDESBT of your completion, non-completion or withdrawal from an approved qualification;
- reporting to QDESBT Ministers and other Members of Parliament on the Higher Level Skills Program;
- monitoring the service given by ARC Training to you and your satisfaction with the funding Program;

- QDESBT general administration of the Certificate 3 Guarantee or Higher Level Skills Program.

ARC Training is committed to ensuring the confidentiality and security of all student's information and evidence of training provided in accordance with the Commonwealth Privacy Act (1988).

Access to your information is granted if you can provide identification to verify your name, address and date of birth. ARC Training cannot give or share information to a third party without your express written permission.

32. Welfare and guidance services

ARC Training recognises that students may have situations or problems which do not directly concern the employer or training provider but may affect the student's ability to progress through the course and achieve the qualification. In this instance ARC Training will support the student, track attendance and may refer students to an appropriate external support group for assistance.

If you are experiencing any difficulties, please speak to your trainer or seek help through one of the support services listed below:

Headspace

Telephone: 1300 851 274

Site: www.headspace.org.au

Parent Line Queensland

Telephone: 1300 301 300

Site: <https://www.parentline.com.au/>

Beyond Blue

Telephone : 1300 224 636

Site: www.beyondblueorg.au

Lifeline

Telephone: 13 11 14

Site: www.lifeline.org.au

Reading and Writing Hotline

Telephone: 1300 655 506

Site: www.readingwritinghotline.edu.au

Indigenous Support Services

Telephone: 07 3156 4800

Site: www.kurbingui.org.au

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 a Queensland government-subsidised training place under the Certificate 3 Guarantee and Higher Level Skills program.

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 been replaced with a more current version.

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 the components endorsed by the Service Skills Organisations that define the guidelines and standards surrounding the delivery of training and assessment against the listed nationally recognised qualifications. Endorsed components are; units of competency; assessment requirements; qualifications and credit arrangements.

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.

Annexure B – ARC Connected Classrooms Fact Sheet

ARC Connected Classrooms Fact Sheet

What is an ARC Connected Classroom?

An ARC connected classroom is where students and trainers engage with each other using a virtual classroom. Students also have the ability to work through course content and assessments in their own time.

How do Connected Classrooms work?

Connected Classrooms work by bringing our students and trainers together on a weekly or fortnightly basis. Students meet using a virtual classroom by Zoom our web-conferencing software.

The trainer will have a session plan for each meeting, going over course content, quizzes and assessments, whilst also opening the opportunity for students to raise any questions or concerns they may have with their trainer.

What will I need to use a Connected Classroom?

Browser

We recommend using one of the following browsers to access Canvas:



Google Chrome



Mozilla Firefox



Safari

Other browsers feature add-ons and plugins that could interfere with Canvas.

Device/Operating Systems

Minimum Operating Requirements for tablets, smart phones and computers:



Windows 7, Mac OSX 10.6 and Linux. Recent updates and versions of these operating systems are also supported.



iOS 7 for Apple products and Android 4.2 for android devices (Samsung). More recent updates are also supported.



Canvas works best on computers not exceeding 5 years in age.



Stable internet connection is also required at 512kbps minimum.

Advantages over traditional learning methods

- It's Easy to use. You only need a device and a stable internet connection.
- It's flexible and can adapt to your current lifestyle
- Digital Learning Community
- Engaging content including multimedia
- Opportunity to revisit recorded training sessions



Is a Connected Classroom the right choice for me?



Is your device less than 5 years old?



It is important to have a device that is less than 5 years old, as computer hardware degrades over time and with frequent use. Devices more than 5 years old may struggle to keep up with Connected Classrooms.



Is your computer or laptop using a recommended operating system?



If using a computer or laptop, it is important that your device is running at least Windows 7 or MAC OSX.



Do you have a stable internet connection?



There are a lot of video resources built into our Canvas courses. Additionally, our Connected Classrooms uses the Zoom platform which uses live video and audio to connect trainers with students. In order for all of this to work seamlessly you will require a stable internet connection.



Do you have a valid email address?



You will need a valid email address to access our online content on Canvas. Your Canvas account is created and linked to your email address.