



Making career
development easy

Student Handbook

Smart and Skilled Subsidised Qualifications

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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 (VET) Quality Framework (VET Quality Framework).

IMPORTANT NOTE

Please read and keep this document for your reference.

ARC Training policies, procedures and forms are available on our website. You must ensure you are aware of ARC Training's policies and procedures by accessing our Terms and Conditions (NSW) available at www.arctraining.com.au/terms-and-conditions-nsw/

Disclaimer

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 the Smart and Skilled Program. Training is subsidised by the NSW Government.

The Smart and Skilled Policies, Guidelines and relevant legislation are subject to change. Please check with an ARC Training representative any changed information and/or updates.

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
- The Smart and Skilled Operating Guidelines
- The Smart and Skilled Contract Terms and Conditions
- The Smart and Skilled Consumer Protection Strategy
- NSW Recognition Framework
- Information regarding the Unique Student Identifier (USI) is derived from www.usi.gov.au/.

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Our Values

“Making career development easy “

We make career development easy for everyone. We make it easy for individuals who are taking their first steps in the working world as well as those who are looking to expand their horizons by changing careers or moving up the ladder. We make it easy for employers to find the right person for the job.

We make it easy for businesses who want to train their staff.

At ARC we are passionate about improving Australia’s workforce. Thousands of businesses and individuals have trusted our team with their careers and have been rewarded with success.

We’ve been doing this all day, every day since October 2004. We know what we’re doing. We have developed easy processes that work for everyone.

Our team members are passionate about the role they play in transforming people’s lives.

Welcome message from our RTO Manager

First and foremost I want to thank you for choosing ARC to help in making your career development easy. By choosing ARC Training as your training provider you have chosen to further transform or enhance your life by learning.

Throughout the length of your studies, you may experience some concern about the end goal, thinking is it achievable? In such times remember back to the day you decided to change your life. Throughout your journey hold on to that motivation that made you make this first step.

One of the key foundations of success is learning. By becoming committed to learning and a life of continual development we are also making a commitment of success to ourselves.

Through the course of your journey we are making a commitment to you our Student to support, guide and at times extend your limits. By finding the balance of these 3 factors we will provide you with industry specific skills that you need to go out into the workplace and excel.

“Learning is not attained by chance, it must be sought for with ardour and diligence.” Abigail Adams

David Kopycinski



RTO Manager

ARC Training as a Vocational Education and Training Provider

In Australia, Vocational Education and Training (VET) is primarily delivered by Registered Training Organisations (RTO's) listed on www.training.gov.au and can lead to a nationally recognised qualification or accredited course. Vocational Education and Training (VET) is adult 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.

ARC Training is responsible for the quality of training and assessment delivery.

VET Regulator

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers such as ARC Training to ensure nationally approved quality standards are met.

ASQA's vision is that Students, employers and governments have full confidence in the quality of vocational education and training outcomes delivered by Australian registered training organisations.

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 as well as actively promoting 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

Smart and Skilled

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It's helping people in NSW get the skills they need to find a job and advance their careers.

You can find more information about the Smart and Skilled program on the Smart and Skilled website: <https://smartandskilled.nsw.gov.au/>

Smart and Skilled provides eligible students with:

- an entitlement to government-subsidised training up to and including Certificate III
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

ARC Training is an approved Smart and Skilled Training provider.

Each Smart and Skilled program provides **subsidises** eligible students who meet the enrolment criteria and conditions, as set by the Smart and Skilled Program Contract, Fee Administration Policy and Operating Guidelines.

Students can search for NSW government subsidised training under Smart and Skilled and get an estimate of the fee using the course finder: <https://smartandskilled.nsw.gov.au/sands/find-a-course>

ARC Training Approved Qualifications under Smart and Skilled

1.	BSB20115	Certificate II in Business	14.	SIR20216	Certificate II in Retail Services
2.	BSB30115	Certificate III in Business	15.	SIR30216	Certificate III in Retail
3.	BSB30215	Certificate III in Customer Engagement	16.	MSM30116	Certificate III in Process Manufacturing.
4.	BSB30415	Certificate III in Business Administration	17.	SIT30616	Certificate III in Hospitality
5.	BSB40215	Certificate IV in Business	18.	TLI21216	Certificate II in Driving Operations
6.	BSB40515	Certificate IV in Business Administration	19.	TLI21616	Certificate II in Warehousing Operations.
7.	BSB40615	Certificate IV in Business Sales	20.	TLI31216	Certificate III in Driving Operations.
8.	BSB41415	Certificate IV in Workplace Health and Safety	21.	TLI31616	Certificate III in Warehousing Operations.
9.	BSB42015	Certificate IV in Leadership and Management.	22.	TLI32416	Certificate III in Logistics
10.	BSB51918	Diploma of Leadership and Management	23.	TLI41816	Certificate IV in Warehousing Operations
11.	CHC33015	Certificate III in Individual Support.	24.	TLI42016	Certificate IV in Logistics
12.	CHC43015	Certificate IV in Ageing Support	25.	TLI50415	Diploma of Logistics
13.	CHC43115	Certificate IV in Disability			

An ARC Training representative will provide you with the information you need to discuss your learning needs, Approved Qualifications and check your eligibility for a Smart and Skilled program. The funding subsidies, concessions or exemptions for the Smart and Skilled Program can apply to qualifications, such as Certificate III or Certificate IV or traineeships.

Notification of Enrolment process

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

Provide the Prospective student with Pre-Enrolment and Enrolment Information and will check the Student's eligibility for the NSW Smart and Skilled program.

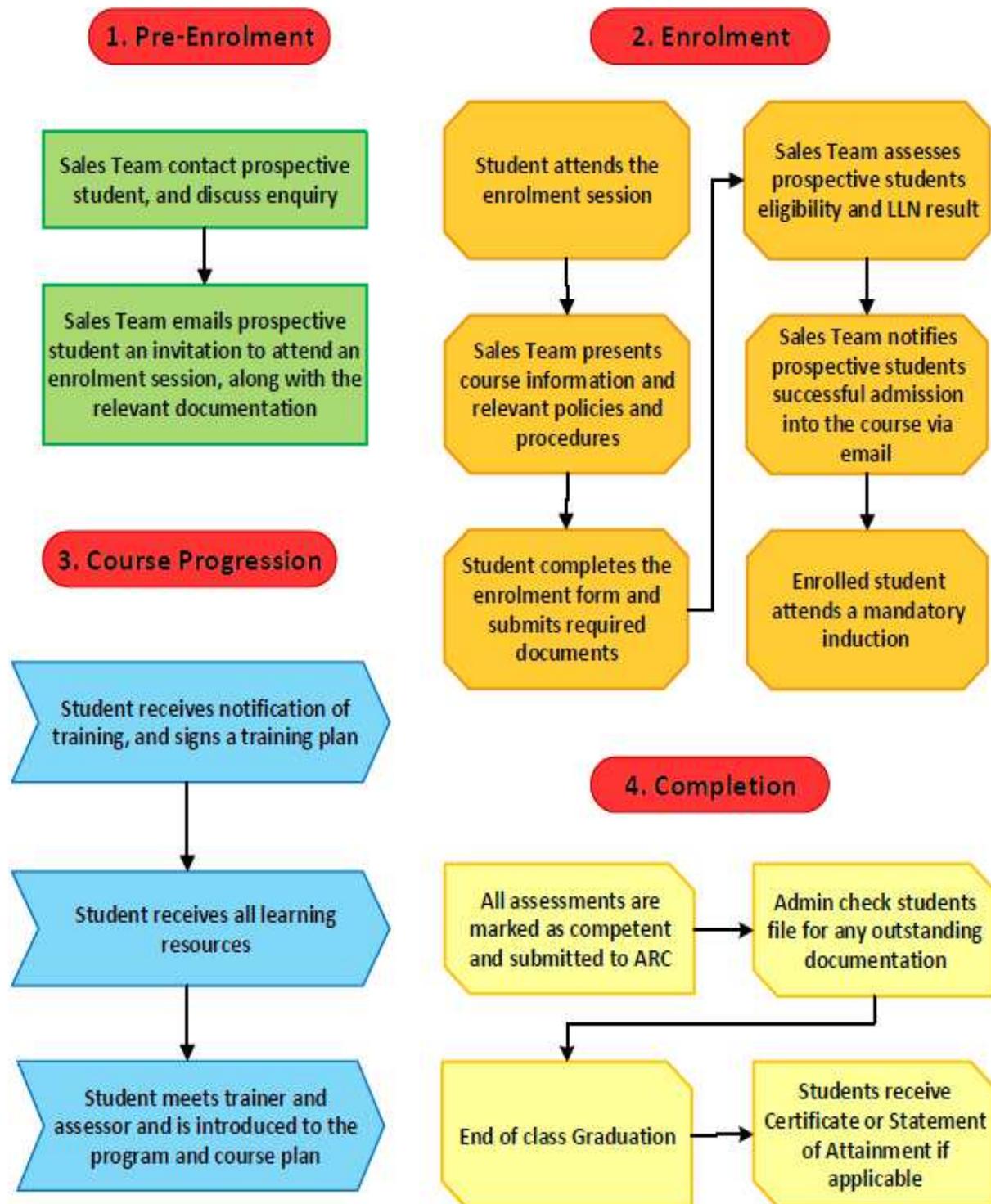
Students will be required to complete the enrolment form and ARC Training will **confirm** that the Prospective Student has **signed a declaration confirming** the following:

- All information and documentation provided by the Prospective Student to ARC Training are correct to meet the eligibility criteria to undertake a Smart and Skilled Approved Qualification subsidised by the NSW Government.
- Consent to use and disclosure of Personal Information to the NSW Department of Industry and other Government agencies.
 - If the Prospective Student does not provide their consent, ARC Training as the provider cannot proceed with the notification of enrolment process.
- Prospective student has signed the Student declaration confirming:
 - all information provided by the Prospective Student to the Provider, in connection with the Notification of Enrolment Process is true, accurate, complete and not misleading in any way.
 - If application the Prospective Student is aware of any subcontracting arrangements (if applicable).

- The Prospective Student has been informed of all fees, informed of the Payment options, including direct debit arrangements provided by Debit Success.
 - ARC Training policy on Consumer Protection, Refunds and Fee protection.
 - Discuss if you are eligible for concession fee or fee exemption and the evidence which you will need to be provided.
 - provided evidence for concession and exemption (if applicable) to enter into the Smart and Skilled Provider Calculator:
 - Provide Calculator to validate eligibility, generate details of the fee chargeable, inclusive of any Credit Transfer and Recognition of Prior Learning, application for concession or exemption.
 - Students to be given details of the Fees chargeable.
- If Students have their Unique Student Identifier or give consent for ARC Training to locate or apply for USI on your behalf.
 - You will be required in your USI account to set access controls to allow the Department of Education, Department of Industry and ARC Training the appropriate levels of access to your USI records.
- When ARC Training has collected your enrolment form, your Unique Student Identifier, your photo identification and documents for concession or exemption (if applicable) and signed declarations, a quote is prepared using the *Smart and Skilled Provider Calculator*.
- 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.
- You will be sent the student copy of the *Notification of Enrolment* and ARC Training keeps the provider copy for its records.
- Training Plan will be provided to Enrolled Students within 12 weeks from Commencement.

Overview of the Student Journey with ARC Training

Overview of ARC Training Student Journey



Pre-Enrolment and Enrolment Information

Pre-enrolment

1. The Sales Team will contact prospective Students who have enquired about our Smart and Skilled program or have expressed interest. The Sales Team will have a discussion with Prospective Students about their enquiry.
2. The Sales Team will send the prospective Students an invitation to attend an enrolment session and attach the following documentation to the email:
 - Relevant course flyers including a referral to ARC Training website, www.arctraining.com.au for further information.
 - Date and venue for the course's commencement.
 - Unique Student Identifier and consent to apply on your behalf if Student does not have one yet.
 - Online link to an LLN assessment.
 - If applicable, copies of Statement of Attainment or certificates if intending to apply for Credit Transfer or Recognition of Prior Learning.
 - Information as to what documents the prospective Student is required to submit in order to be eligible for the subsidised training.

Enrolment

1. The Prospective Student attends the enrolment session
2. A member of the Sales Team presents course information and any relevant ARC Training policies and procedures such as:
 - Overview of Smart and Skilled Eligibility.
 - Course information, course entry and relevant inherent requirements (if applicable).
 - Notification of Enrolment process
 - Unique Student Identifier.
 - Course Fees, Concession, Exemptions and payment options.
 - Fee Refund Policy.
 - Credit Transfer and Recognition of Prior Learning.
 - Complaints and Appeal Policy and Procedures.
 - Deferral, Withdrawal and Cancellation Policy.
 - Code of conduct.
 - Student and ARC Training Responsibility.
 - Support Services.
 - Relevant contact person and their contact numbers.
3. The Student to complete the enrolment form, sign all declarations and submit required documentation.
4. The Sales Team assesses Prospective Student eligibility including the Student's LLN result.
5. The Sales Team notifies the Prospective Student of successful admission to the course via email along with an invitation to attend the mandatory induction.
6. The Student will receive the Notification of Enrolment – Student copy

Course Progression

1. The Student will receive their training schedule and training plan. The Student is then required to read and agree to the plan by returning the plan with their signature.
2. The Student meets their trainer and assessor who then introduces them to the program, training and assessment plan and schedule and if applicable any work placement information.
3. The Student to receive for their course all relevant learning materials and assessment tools.

Completion of qualification

1. A competency determination is reached when a Student has completed and submitted assessments that were marked as satisfactory.
2. The administration department checks to see if the Student has any outstanding assessments and fees. If the Student has outstanding items, the administration department notifies the Student otherwise they continue to process the Student's results.
3. End of Class Celebration.
4. The Student receives a Certificate or Statement of Attainment (if applicable).

What do you need to know about the Smart and Skilled program?

Eligibility Requirements

To be eligible to access a course under the Smart and Skilled Program, a prospective Student must be:

- Aged 15 years or older.
- No longer at school or equivalent.
- Live or work in New South Wales (NSW).
- Be an Australian citizen, Permanent Australian Resident, Humanitarian Visa holder, New Zealand Citizen or be an Asylum Seeker or Refugee who holds one of the Visas listed below.

Permanent Visas	Temporary Visas	
Refugee Visa (subclass 200, 201, 203, and 204)	Safe Haven Enterprise Visa (subclass 790)	
Global Special Humanitarian Visa (subclass 202)	Temporary Humanitarian Concern Visa (Subclass 786)	
Temporary Protection Visa (subclass 785)	Temporary Humanitarian Stay Visa (subclass 449)	
Safe Haven Enterprise Visa (subclass 785)	Temporary Protection Visa (subclass 785)	
Protection Visa (subclass 866)	Bridging Visa	
	• A (BVA)	• D (BVD)
	• B (BVB)	• E (BE)
	• C (BVC)	

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

Please check your eligibility for the Smart and Skilled Program with an ARC Training representative at or before enrolment as each individual Student's circumstances must be considered to ensure the eligibility requirements outlined above are correct.

*Prospective Students 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 and the NSW Educational Amendment (School Leaving Age) Regulation 2009 to be eligible for the Smart and Skilled Program.

In order to determine the prospective Student's eligibility to access subsidised training and course requirements, the Student must provide identification documents to ARC Training as part of the enrolment process.

If you wish to apply for a concession or exemption of fees, you must also provide evidence of acceptable concession documents. For further information on concessions and exemptions please access the Smart and Skilled Fee Administration Policy which can be accessed from our website: www.arcgroup.com.au.

Identification required to be eligible for the Smart and Skilled Program funding

Identification Documents

As part of the enrolment process, ARC Training requires the Student to provide identification in order to determine eligibility for subsidised training. If the Student wishes to apply for a concession or exemption of Student fees, the Student must also provide evidence of acceptable concession documents. For further information regarding concessions and exemptions access the fee administration policy.

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

- Date of Birth.
- Current address.
- Australian Citizenship or Residency or Immigration Status.
- Concessional Documents – if applicable, Document stating a specified Commonwealth Government welfare benefit or allowance.

The Student must provide at least two (2) identification documents from the list below at the time of enrolment:

- | | |
|-----------------------------------|--|
| • Driver's licence. | • Certificate of Registration by Descent. |
| • Medicare Card. | • ImmiCard. |
| • Australian Passport. | • Non-Australian Passport (with Australian Visa). |
| • Pensioner Concession card. | • Certificate of Residency for New Zealand Citizens. |
| • Australian Birth Certificate. | |
| • Australian Citizen Certificate. | |
| • Proof of age card. | |

If you are unsure about your identification documents, please contact an ARC Training representative who will be able to assist you.

Fee Information

Under the Smart and Skilled Program, a Student also contributes towards the cost of training through the payment of a Student fee. Student fees are set for the Student and the qualification and these fees will be the same regardless of the training provider chosen.

Training is subsidised by the NSW Government, as per the Smart and Skilled Fee Administration Policy with the following Student fee categories for 2018/19:

- Standard Student - First Qualification (includes overseas qualifications). Applies to a Student who does not already hold a post school qualification from any tertiary sector.
- Standard Student - Subsequent Qualification (includes overseas qualifications). Applies to Students who already hold a previous post-school qualification from any tertiary sector.
- Concession: assessed on application and evidence provided at enrolment must be current and valid. There is no concession for a Student who enrolls into a Diploma qualification.

- Exemption: assessed on application and evidence provided at enrolment must be current and valid.
- Traineeship (for qualifications offered as part of a traineeship pathway). Is assessed on application and evidence provided at enrolment.

Please see Appendix 1 for the Smart and Skilled Fee Schedule

Students will be informed of all fees, payment options, direct debit arrangements and costs with debit success and the refunds procedure prior to or at the time of enrolment.

Student fees for courses are payable at the time of enrolment. You can choose the following payment options:

- Pay the Student fee in instalments using Debit Success (plus one off \$12 administration fee by Debit Success on the first direct debit instalment); or
- Pay the Student fee in full via Electronic Fund Transfer/Bank transfer (BSB 082-330) and Account Number 570570064; or
- Student fees paid via EFTPOS should not exceed \$1,500.00, please note: ARC Training does not collect fees in advance of more than \$1,500.00

The Payment of your student fee is for the cost of the training and assessment process and is no guarantee of receiving a qualification.

Other Fee information and eligibility requirements

A. Concession Fees and provision of proof of eligibility

Students are eligible for a concession if they are a recipient of a specified Commonwealth benefit or allowance.

Depending on the benefit or allowance, the Student should provide one of the following:

- A letter from the Department of Human Services (Centrelink) confirming receipt of the benefit. The letter should clearly show the Centrelink Reference Number (CRN).
- A current concession card that shows the Centrelink Reference Number (CRN).
- A current Centrelink income statement that clearly shows the CRN and the benefit or allowance category.
- Any other evidence that clearly shows the CRN and the benefit or allowance category.
- Documentary evidence from the Department of Veterans' Affairs stating their pension/benefits status.
- 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.

Commonwealth Government benefits and allowances – which attract a concession			
<input type="checkbox"/> Age Pension.	<input type="checkbox"/> Austudy	<input type="checkbox"/> Disability Support Pension.	<input type="checkbox"/> Newstart Allowance (ii).
<input type="checkbox"/> Farm Household allowance	<input type="checkbox"/> Family Tax Benefit Part A (max rate).	<input type="checkbox"/> Parenting Payment (Single).	<input type="checkbox"/> Special Benefit.
<input type="checkbox"/> Widow 'B' Pension	<input type="checkbox"/> Veterans' Children Education Scheme.	<input type="checkbox"/> Veterans' Affairs Payments	<input type="checkbox"/> Special Benefit.
<input type="checkbox"/> Widow Allowance	<input type="checkbox"/> Wife Pension.	<input type="checkbox"/> Youth Allowance.	<input type="checkbox"/> Carer Payment (i)
<p>i. The Carer payment is a specific benefit paid by the Commonwealth Government; this category does not include the Carer Allowance or Carer Adjustment payment.</p> <p>ii. A NSW New entrant Trainee on a Newstart allowance or a NSW New Entrant who is the dependant of a person receiving a Newstart Allowance is not eligible for a concession fee.</p>			

B. 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.

C. Fee Exemption Eligibility - Refugee or Asylum Seekers

Proof of eligibility is required through:

- Provide current Visa documentation or ImmiCard which states that the individual holds one of the Visas specified at section 6 Eligibility.

D. 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 one of the following:

- A letter from Centrelink confirming receipt of the Disability Support Pension. The letter should clearly show the Centrelink Reference Number (CRN).
- A current Disability Pensioner Concession Card that shows the Centrelink Reference Number (CRN).
- A current Centrelink income statement for the Disability Support Pension, which clearly shows that income is for the Disability Support Pension and also shows the CRN.
- 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.

E. Fee Exemption Eligibility - Disability Support Pension recipient's dependent child, partner or spouse

Documentary evidence that Centrelink recognizes the individual as a dependent, clearly showing the Centrelink reference number of the Disability Support Pension recipient.

F. Fee Exemption Eligibility - Recipients of Fee-free Scholarships

- Aged between 15 to 30 (inclusive) at the start date for training and eligible for a concession fee.
- Meet the Out-of-Home Care definition at the time of enrolment and are aged 15-17 years and currently in out-of-home care or aged 18-30 years and previously have been in out-of-home care.
- Aged 15 years or over and have a letter of recommendation from a domestic and family violence service, refuge or other support agency that they meet the domestic and family violence definition.

G. Other fees and personal costs

Students should be aware that they may incur other expenses which are not covered by the Student Fee to undertake their chosen qualification and if applicable work placement. Students will need to make arrangements to cover the additional costs. These costs are:

- Lunches, drinks and snacks.
- Travel costs – getting from home to the training venue and if applicable work placement venue.
- Pens, papers – we will provide you with one pen at the commencement of your qualification. Students may need to purchase their own pen, notebook and ruler.
- Work placement costs, such as:
 - Black pants for work placement.
 - Enclosed black leather shoes.

If you require further information or need to discuss your concerns and learning needs please ARC Training on 02 8833 3999 to speak with the Sales Team or Training Delivery Team.

1. Course and units of competency, course durations, start and end dates and the assessment process

All qualifications under the ARC Training scope adhere to the training packaging rules. Course durations, inherent requirements or course requirements, venues, start and end dates are provided on the day of enrolment so that Students make an informed decision about ARC Training programs.

- Examples of inherent requirements of the course include but are not limited to:
 - Participation and completion of mandated work placement hours.
 - National Police Check.
 - Working With Childrens Check.
 - Vaccination card, if applicable.
 - Physically fit to undertake work place training.
- ARC Training Course Entry requirements may include but are not limited to;
 - Having an LLN level of ACSF level 3, or 4 depending on the course requirements.
 - Access to a computer with a word processor, PDF reader, email address and reliable internet connection.

2. Language, Literacy and Numeracy (LLN) requirements

ARC Training will require Prospective Students as part of the enrolment process to complete a Language, Literacy and Numeracy assessment either through an online website or a 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 are 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 could impact your participation in training, 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 if required will refer the Student to a suitable provider, costs may be incurred by the Student.

All discussions concerning LLN and Special Needs assistance between ARC Training and the Student are strictly confidential.

3. Unique Student Identifier (USI)

A USI is a national VET Student identification number for all nationally recognised training which has been in place since the 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 unless you have received an exemption from the Student Identifiers Registrar in accordance with the Student Identifiers Act 2014 and Privacy Act 1988.

The USI is a lifelong identification number that creates a secure online record of your recognised training and vocational education 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.

Smart and Skilled USI requirements

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

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 on the enrolment and provide at least two forms of valid identification and your contact details.

To create a USI?

It only takes a few minutes to create your USI which can be created online by visiting the USI website (www.usi.gov.au) and following the steps outlined below:

Step 1 - Locate at least two forms of identification (Driver's licence, Australian Passport and Medicare).

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

Step 3 - Visit the USI website at www.usi.gov.au.

Step 4 - Locate 'Student' on the left-hand side and then select the '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.

For more information please visit the USI help centre <https://www.usi.gov.au/help-centre/Students>

4. Consumer Protection Information, including our Complaints and Appeal Policy and Procedures

ARC Training is committed to ensuring that the rights of our consumers are maintained. 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 consistent with ASQA requirements and the requirements of the Smart and Skilled Program Contract.

Students also have the right to expect:

- That sufficient information is provided to prospective Students to assist them to make an informed enrolment decision.
- That the training provider (Train Australia Pty Ltd t/as ARC Training RTO 91007) will meet the NSW government’s expectations in the areas of quality, ethics, accountability and responsiveness.
- To be informed about the personal information that is collected about them and the right to review and correct that information.
- Access to consumer protection and complaints and appeals 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/

If you would like to provide feedback or make a complaint about your experiences with ARC Training please contact our Consumer Protection Officer Maria Mercado – Compliance Manager via:

- Email: maria.mercado@arcgroup.com.au
- Phone: 02 8833 3999

For further information about the Smart and Skilled Program Consumer Protection Strategy, please view the document at https://www.training.nsw.gov.au/smartandskilled/contract_policy_2019.html

5. Complaints and Appeals

ARC Training understands that Students may wish to make a complaint about Academic and Non Academic matters. We welcome feedback to meet the needs of our customers and improve our services. Types of Complaints – Academic and Non-Academic:

Academic	Non-Academic
Course progress	Marketing of qualifications
Assessment outcome and results	Issuance of Certification or Statement of Attainment
Plagiarism	Training Facilities
Assessment submission/ resubmissions	Work placement
Discrimination or perceived unfair treatment of trainers to Complainant	Issues and concerns arising from Complainant enrolment.

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

If you are not happy with the resolution from discussing your concern, you can complete and submit the Complaints and Appeals Form and send it to the following address:

- emailed to Compliance Manager support@arcgroup.com.au
- mailed to Compliance Manager, ARC Training, PO Box W276, Parramatta NSW 2150

The complaint/appeal form will be received by the Compliance Manager who will acknowledge receipt of the complaint by writing a receipt of the complaint/appeal and will outline the next steps in the resolution process.

There are no fees or charges associated with making a complaint or appeal to ARC Training.

An investigation of the matter will be undertaken within ten (10) calendar days that respects the rights and privacy of all involved. All findings of the investigation will be made available to the complainant.

The Compliance Manager will organise a meeting, either over the phone or face to face, with the complainant to discuss the outcomes of the investigation and any action that is required 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 our website to download the form and send it to the Compliance Manager.

Download a Complaint/Appeal form: www.arctraining.com.au/terms-and-conditions-nsw/

If Students are not satisfied with the response they can seek assistance or a review from any of the independent organisations below:

Smart and Skilled Customer Support Centre - Contact the Smart and Skilled through the following:

- Visiting: www.smartandskilled.nsw.gov.au
- Office number: 13 28 11
- Email: smartandskilled.enquiries@industry.nsw.gov.au

Fair Trading NSW - contact the Fair Trading New South Wales Office through the following:

- Visiting: www.fairtrading.nsw.gov.au
- Office number: 13 32 20

NSW Ombudsman - Contact the New South Wales Ombudsman through the following:

- Visiting: www.ombo.nsw.gov.au
- Office number: 02 9286 1000

Training Services NSW - Contact the Training Service NSW through the following:

- Visiting: https://www.training.nsw.gov.au/about_us/contacts.html
- Office number: 1300 772 104
- Translator and Interpreter services call 13 14 50 and ask them to contact Training Services NSW on 13 40 50

6. Credit Transfer

Credit Transfers are available for those 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 Transfers are where credit is provided for learning outcomes which have already been achieved.

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

ARC Training's Credit Transfers process is outlined below:

- Any Student is entitled to apply for a Credit Transfer in a qualification for which they are enrolled in at the point of enrolment.
- Students are to mark on their enrolment form they want to apply for a Credit Transfer and provide an ARC Training representative with original certificates, transcripts, or certified copies
 - After enrolment Students seeking Credit Transfer to contact the Program Coordinator at ARC Training on 02 8833 3999
- Applications for Credit Transfers are only considered for whole units of competency that meet the packaging rules of your enrolled qualification.
- ARC Training acknowledges all nationally recognised certifications that are issued by other RTOs and will verify its authenticity with the issuing RTO.
- If a Credit Transfer is granted for one or more units of competency, the Student's fee will be re-calculated and a new Student fee will be calculated using the Smart and Skilled Provider Calculator.
- You will be advised by a 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.

7. Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL), is about providing the opportunity to have a Student's relevant prior learning assessed by previous learning from any of the following:

- Formal (TAFE, School) and/or informal (workplace training and in services).
- Work experience including paid and unpaid work.
- Life experience.

Previous learning is assessed against the requirements, evidence and outcomes that are 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.

Examples of the evidence which can be provided for Recognition of Prior Learning include Current Resume, Job description, samples of completed work, recent performance review conducted and workplace training records.

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 practical tasks and completed written tasks.

The Student will be advised by a phone call in the first instance if your application for Recognition of Prior Learning has been successful and the course fees payable will be adjusted and/or refunded when applicable to be in line with our Refund Policy, available via our website:

www.arctraining.com.au/terms-and-conditions-nsw/

8. Refund

A refund of your Student fee may be provided based on the following:

- A course has been cancelled or postponed by ARC Training.
- Student or Employer has overpaid the advertised or concessional Student fee.
- If you request a refund seven (7) business days before training has commenced 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 is 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 or visit our website (www.arctraining.com.au/terms-and-conditions-nsw/) 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 Students are unhappy with a decision concerning a refund of fees paid, please follow the Complaints and Appeals process.

9. Deferral, Withdrawal, Cancellation or Transfer

Deferring Students

If you are enrolled in a Smart and Skilled Program Approved Qualification and problems or issues arise which impacts your ability to attend class and complete assessment. ARC Training is committed to helping you explore and find possible solutions with your trainer that may help you continue and complete your course.

Students may review their enrolment with ARC Training and initiate the request for deferral or withdrawal of their enrolment, by requesting and completing the Withdrawal/Deferral Application Form and to be considered on the following grounds:

- a) Compassionate or compelling circumstances conditions that are beyond the control of the Student.
- b) Bereavement of close family members.
- c) Traumatic experience i.e. involvement in or witness a serious crime or accident and has an impact on the Students.
- d) Serious illness or injury – where a medical certificate states the Student was unable to attend classes.
- e) Other reasons may be considered, including pregnancy, but must be supported by compelling documentary evidence to support the request.

Where there is no immediate solution, the Student may choose to defer their enrolment. If you do 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.

If you want to apply to defer your course you can obtain the withdrawal/Deferral Application form from the website or from a Program Coordinator. Please complete the form and attach any supportive evidence and return it to one of the following addresses:

- emailed to: Senior Training Administrator,
 - support@arcgroup.com.au
- Posted to: Senior Training Administrator,
 - Address: ARC Training, PO Box W276, Parramatta NSW 2150.

ARC Training will notify the Student in writing of the outcome of their deferral and date of return. All correspondence will be stored on the Student's file in the Student management system. On the agreed date when Deferral ends, ARC Training will contact you to reengage you in the course. If you do not recommence your course at the completion of the deferral period, your enrolment may be cancelled.

ARC Training will make every effort to assist you to continue your training and undertake assessments by providing support. When the deferral is approved, ARC Training will advise you about the Fee implications in accordance with the Smart and Skilled Fee Administration Policy.

Please be aware that should your qualification be superseded during your period of deferral, ARC Training will notify you and discuss what options are available to you.

10. Withdrawal

If you wish to withdraw/discontinue your Training in an Approved Qualification without completing the Approved Qualification, in the first instance please advise the Program Coordinator at ARC Training by contacting 02 8833 3999 to discuss and give us the opportunity to address your concerns.

If you have a complaint please see the Complaints and Appeals Policy and Procedure at www.arctraining.edu.au. The Program Coordinator and will discuss the matter with you and our RTO manager will encourage and support you to continue with your course.

You can obtain a Withdrawal/Deferral application form from either the website or the Program Coordinators. Please complete the form and attach any supportive evidence and return it to either of the following:

- emailed to: Senior Training Administrator,
 - support@arcgroup.com.au
- Posted to: Senior Training Administrator,
 - Address: ARC Training, PO Box W276, Parramatta NSW 2150.

Once the completed Withdrawal/Deferral Application form is received it will be sent to the Senior Training Administrator and Senior Program Coordinator for review.

ARC Training will:

- Determine the amount of fees either payable or to be refunded (as per the *Smart and Skilled Fee Administration Policy*).
- Confirmation of the date when training will end.
- All submitted assessments are processed and marked.
- Advise you of any amounts owing (if applicable) and negotiate payment arrangements.
- Provide you with a Statement of Attainment for the units of competency completed.

- Training plan will be updated and we will send you a copy.
- Return assessments to the Enrolled Student.
- For Trainees, notify the local Training Services NSW Regional Office within 14 days of notification of the discontinuing of Training.

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” period, is seven (7) business days before training commences or in accordance with any cooling off period as determined by state funding agreements or consumer protection legislation.

Transferring Students

If a Student undertaking a Smart and Skilled Program qualification wants to transfer out or transfer in:

Transfer In:

A Student who is transferring in to ARC Training to be treated as a new Student and will follow ARC Training’s Enrolment’s process in Section 8.

The Sales Team will provide information and assistance to the Student, will carry out the Notification of Enrolment process, review the Student’s record and will assist the Student to complete a Credit Transfer form for any units of competency attained at the Student’s previous RTO where required.

The Sales Team and Training delivery team will discuss with the Student their request, contact and follow all directions and a fee determined from Smart and Skilled.

Once completed the Sales Team will notify the Student in writing of the outcome of the request to transfer in.

Transfer Out:

When a Student has chosen to transfer out of ARC Training, the Program Coordinators will follow the Withdrawal procedure, provide the Withdrawal/Deferral Form and provide information to you covering:

- Confirmation of the date when the delivery of Subsidised Training will end as stated on the Withdrawal/Deferral Form.
- Options for continuing training such as
 - Referring the Enrolled Student to the local Training Service NSW Regional Office for assistance.
 - Referring the Enrolled Student to the Smart and Skilled website to identify an alternative RTO who can provide Subsidised Training.
 - Enrolled Student to remain with ARC Training and continue training on a ‘fee-for-service’ basis.
- Fee arrangements for transferring Enrolled Students (as per the Fee Administration Policy).
- All submitted assessments are processed and marked.
- Check and ensure you receive any refunds owed as per the Fee Administration Policy. Any refunds to follow the Refund procedure.
- Issue a current Statement of Fees and Receipt of Payment.

- Provide you with a Statement of Attainment for the units of competency completed.
- Send you an updated Training plan listing the units of competency where an outcome is completed, commenced but not completed and not commenced.
- Return assessments to the Enrolled Student.

11. Cancellation of Enrolment

ARC Training may choose to cancel a Student from a course or their enrolment on the grounds of:

- When an Enrolled Student demonstrates a serious breach of the Student's code of conduct during class, work placement and interactions with ARC Training staff.
- The Enrolled Student has ceased contact, intervention measures made by Training delivery team have been exhausted and letter of Cancellation has been sent.

12. Student Responsibilities

All Students of ARC Training must ensure that they:

- Provide true and accurate information in a timely manner.
- Read, agree and sign the Training plan.
- Behave in an ethical and responsible manner during training and assessment activities.
- Attend each class on time and participate in activities.
- Do not damage or misuse equipment, resources and facilities.
- Respect the opinions and background of others.
- Do not take photos of other people's activities in class and workplace and post to social media without the informed consent of the affected people.
- 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.

13. RTO Responsibilities

The RTO will:

- Provide each Student under Smart and Skilled a training plan.
- 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 the 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.

Training Delivery Information

Training Delivery

ARC Training provides training utilising a classroom or in a virtual environment. ARC Training will organise training facilities within various locations in New South Wales.

Mode of delivery

1. Classroom

Our classroom mode of delivery is where you receive face-to-face training delivered at an ARC Training Campus, a suitable hired venue or workplace, where all study materials are provided. We use a mixture of activities and discussions to cover the learning materials provided. During these activities, we endeavour to use real examples as much as possible.

2. Connected Classrooms

Our connected classroom mode of delivery is a flexible online option for Students to access training but still get the experience of having regular training sessions with one of our qualified trainers. Your learning material, assessments and any supplementary resources are available for you using our Learning Management System, Canvas. In Canvas you will also have access to your course calendar which includes the dates and times of your scheduled training sessions with your trainer which are delivered using Zoom, a web conferencing system.

Our connected classroom model is not your ordinary online learning mode of delivery. With regular training sessions, Students and trainers are able to interact with each other, share experiences, participate in discussions and ask questions just like you would in a classroom environment. These sessions are also recorded so you can refer back to them at any time. Our connected classroom is a digital learning community, which means you can also send messages to your trainer and other Students in your class.

In order for Students to complete their course using the connected classroom model, Students must have the following:

- A valid email address.
- A reliable internet connection.
- A computer less than 5 years old or a tablet.
- A reliable web browser such as Google Chrome, Safari, Firefox etc.
- Additional software such as Microsoft office may also be required depending on your course.

Assessment is completed on Canvas and can be completed in a variety of formats including quizzes, assignment uploads and media/video uploads where it is a requirement for your trainer to observe you completing an activity.

Students who are enrolled in the connected classroom mode of delivery are sent a course invitation prior to their course commencing where they are then required to accept the course invitation and complete the setup of their user account including passwords. For security reasons it is advised that you do not share your user account details with anyone. For more information on Connected Classrooms please go to [Annexure B](#) at the end of the Student Handbook.

If you encounter any technical difficulties with the Learning Management System, please contact us by calling 02 8833 3999 and ask for the LMS team.

3. Self-Paced

Activities such as personal and workplace reflections, pre-reading of learning resources, research and assessment preparation. Assessment preparation includes writing drafts for their role plays and reports.

Attendance

Students are required to attend each class or workshop provided by ARC Training or access the video conferencing through our Connected Classroom. For each class, your trainer will have an attendance form 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 are 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 02 8833 3999.

Training Plan

Training Plans are developed for each Approved Qualification that an Enrolled Student is receiving Subsidised training for under the Smart and Skilled Program. The Training Plan provides the following:

- Contact person and contact numbers of ARC Training.
- The training activity for both the Enrolled Student and ARC Training.
- Details of support services that the Enrolled Student will receive if they:
 - Are Australian Aboriginal or Torres Strait Islander.
 - Have a disability.
 - Are long-term unemployed.
- If Credit Transfer and/or Recognition of Prior Learning has been granted.
- Approved Qualification Code Name and Australian Qualification Level.
- The Units of Competency to be attained
- Scheduled hours for each unit of competency to be attained
- Proposed timeframe for achieving competency including the intended start date and end date of each Unit of Competency.
- Delivery modes to be used for each Unit of Competency.
- Proposed learning strategies and resources that are appropriate for the Enrolled Student.

- Details of any customisation included in response to the needs of the Enrolled Student and/or work locations and/or Employers.
- Names of the Individuals responsible for the training and/or assessment of each Unit of Competency.

The Training Plan is to be reviewed and signed by the Student. Students are provided with a signed copy of the Training Plan, with the original kept by ARC Training in the Student's file within twelve (12) weeks of commencing the course. If required, copies of the Training Plan will only be given to a third party with your written permission or in line with regulatory requirements.

At any time if you choose to defer or withdraw from your qualification we will update the Training plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced.

Assessment

ARC Training is to provide Assessment resources for each unit of competency. Assessment methods will be a combination of 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 is assessed during work placement.

For each assessment, 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 to be at the top of the document.

Please check that you have completed the Student declaration and each of your responses is 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 02 8833 3999.

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.

Resubmission

If your assessment responses are found to have not met the assessment task requirements 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. The three attempts must be organised within your course timetable. 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.

Assessment Appeals

If Students are unhappy or disagree with an assessment decision, please speak with your Trainer and Assessor to request a review, If the matter remains unresolved please contact your Program Coordinator on 02 8833 3999.

If the response to your initial concerns is not satisfactory, the Student can follow the ARC Training Complaints and Appeals Policy and Procedure.

All discussions concerning Assessment Appeals will be strictly confidential.

If deemed not yet competent

If you are deemed Not Yet Competent after the three (3) attempts please contact your Program Coordinator to discuss your options.

These options may include:

- a) Lodge an appeal of the assessment decision.
- b) Recommence the Unit of Competency.
- c) Review your study options and discuss with the Trainer and Program Coordinator.

Work Placement

ARC Training has identified a number of qualifications which require mandatory work placement as a component of the qualification. ARC Training will organise your work placement. Work placement is unpaid work, so it is important for the Student to be prepared for this.

ARC Training will discuss with Students what is considered appropriate clothing to wear at the placement provider, Students must be prepared to obtain suitable clothing and shoes and travel to the work placement venue. ARC Training will provide each Student 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.
- 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. 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.

ARC Training will support Students who want to locate their own work placement at a suitable workplace.

Evidence of completing shifts must be recorded in your logbook 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.

Work placement is organised as a full-time block of three weeks in the first instance. Students are to discuss the schedule with the Work Placement Team.

During work placement Students are expected to:

- Complete each day of the scheduled work placement.
- Be punctual to the Placement Provider
- Be professionally presented and ensure appearance and behaviours are in keeping with the standards of the workplace.
- Notify the appropriate people when they are not able to attend (see section under illness/absence).
- Perform work tasks and duties to the best of your ability.
- Ask questions and seek clarification from supervisors.
- Report any hazards or unsafe practices seen under the host organisations WHS guidelines.
- Be visited by trainers to conduct observations of a Student completing their work tasks at the venue and discuss your learning and progress.
- Keep the placement book.
- Treat confidential material as private, maintain staff, and peer confidentiality.
- Maintain communication with the ARC Placement Coordinator and workplace supervisor.
- Work in accordance with Workplace Health and Safety, Equal Opportunity and other workplace requirements.

Please speak with a Program Coordinator or the Work Placement Team at ARC Training to discuss concerns and questions about work placement or work experience by calling 02 8833 3999.

Work Experience

ARC Training has identified the value of offering voluntary work experience for qualifications that have no mandatory work placement, to provide Students with real-life work experience where they can build on the knowledge and skills developed during the course, gain experience and build their confidence prior to working in the industry.

ARC Training may provide the Student with up to one (1) week of voluntary work experience at the completion of their course.

Please speak with a Program Coordinator or the Work Placement Team at ARC Training to obtain further information and ask questions regarding work experience by calling 02 8833 3999.

Traineeships

A Traineeship consists of a combination of training and paid employment, either under the National Training Wage or a workplace agreement. To enter into a contract agreement, trainees and apprentices may be new or existing workers employed on a full-time or part-time basis with a minimum number of 30 hours of employment per fortnight. Apprenticeships and traineeships are not permissible under casual employment arrangements.

ARC Training can assist you in connecting to an Australian Apprenticeship Support Network provider.

If you are already employed, you may be able to commence a traineeship. Please speak with ARC Training and Australian Apprenticeship Support Network provider.

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.

In a Traineeship, the Employer and Supervisor have specific responsibilities to the Student and the RTO, which are detailed below.

Employer Responsibilities

The Employer must:

- Meet all legal obligations.
- Maintain a “Duty of Care” to the Trainee and provide a healthy and safe working environment.
- Comply with relevant Commonwealth, State and Territory legislation and regulatory body requirements that apply 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, and equipment).

Workplace Mentor/Supervisor Responsibilities

The Workplace Mentor/Supervisor must:

- Induct the Trainee into the workplace.
- Provide 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 the necessary resources required for their learning.
- Ensure they answer the Trainee’s questions throughout the Traineeship or seek an answer from the appropriate party.

Course Progression

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

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.

Self-paced learning is a good way of learning and offers you the opportunity to do your reading prior to and after face-to-face classes.

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, completing assessments and if applicable work placement at any of the ARC Training facilities or placement providers.

It is expected that all ARC Trainer & Assessors, staff, fellow Students and guests be treated with respect and courtesy.

You are encouraged to allow other 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 that is abusive, indecent, violent, unruly, disorderly, dangerous, offensive, or which unreasonably disturbs others, is considered unacceptable and a breach of the code of conduct which may be subject to disciplinary action, including but not limited to suspension or cancellation of their enrolment.

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.

Students are not to arrive inebriated or under the influence of illegal drugs, this will not be tolerated at ARC Training and Students will be asked to leave the premises immediately.

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 at ARC Training and Students will be asked to leave the premises immediately.

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 are 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 NSW Police will be notified if this direction is not followed. This may also result in the Student being withdrawn from the training course.

Bullying and Harassment

Harassment is any conduct (verbal, written or physical) which is unwanted, unwelcome or can be taken to 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 but is not limited to:

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

ARC Training takes a zero tolerance approach to any bullying or harassment. Students who are found guilty of such behaviour may be subjected to disciplinary action, including but not limited to suspension or cancelation of their enrolment.

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 assessments must be their own work.

Students who are found guilty of Plagiarism or Cheating will need to resubmit their assessment and receive the outcome of Not Satisfactory or Not Competent.

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 are 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.

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 Students 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 themselves and others in the training facility.
- Take reasonable precautions, care and exercise diligence at all times of themselves and others.
- Co-operate with reasonable requests from ARC Training staff.
- Report any accidents, incidents or hazards to ARC Training staff.
- Contribute to keeping the training facility tidy and have no obstacles blocking doorways and passages.

Personal Protective Equipment

Students will be advised 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 fit 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. Students who are found guilty of damaging or tampering with issued PPE or failing may be subject to disciplinary action, including but not limited to suspension or cancellation of their enrolment.

Unacceptable behaviour

Unacceptable behaviour is any conduct which disrupts 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 to employees and other Students while they are attending their classes or work placement site.

Any group or individual behaviour by Students which is abusive, indecent, violent, unruly, disorderly, dangerous, offensive, or which unreasonably disturbs others, may be considered unacceptable and

may be subject to disciplinary action, including but not limited to suspension or cancelation of their enrolment.

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 are encouraged 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, this will be discussed and referred to the RTO Manager for review and to develop a solution.

When it is identified by the Training Delivery Team 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 counselling and support services listed below:

<p>Headspace Telephone: 1300 737 616 Site: www.headspace.org.au</p>	<p>Reading and Writing Hotline Telephone: 1300 655 506 Site: www.readingwritinghotline.edu.au</p>
<p>Beyond Blue Telephone : 1300 224 636 Site: https://www.beyondblue.org.au/</p>	<p>Lifeline Telephone: 13 11 14 Site: www.lifeline.org.au</p>
<p>Indigenous Support Services Site: www.indigenoussupportservices.com</p>	<p>Parent Line NSW Telephone: 1300 1300 52 Site: https://kidshelpline.com.au/parents</p>

Transitioning from superseded to new 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 as they will either need to complete the superseded qualification by the 'teach out' date or transition to the new qualification.

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 and Student Outcomes survey.

ARC Training will contact Students by telephone or email, please take the time to reply. The information is given to the NSW Department of Industry and NCVET for statistical purposes.

Issuance of Certificates and Statements of Attainment

When you have completed your course it will be a great achievement that you should be very proud of. We will conduct a check of all of your submitted assessments marked by your trainer if applicable evidence of work placement and if you have been found competent for each unit of competency.

Certificates will be issued on or before the 30 days after all completed documentation has been received 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 a misplaced certificate within 10 calendar days.

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, National Vocational Education and Training Regulator, National Centre for Vocational Education Research, Department of Industry, Skills and Regional Development 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 a subsidised training under Smart and Skilled;

- Informing Department of Industry of your completion, non-completion or withdrawal from an Approved Qualification;
- Monitoring the service given by ARC Training to you and your satisfaction with the funding Program;
- Department of Industry generally administering the Smart and Skilled Program.

Records held by ARC Training include:

- The information you provide on your Application and Enrolment Forms;
- Identification details (including USI);
- Payment information;
- Training / work experience / employment details, including assessment evidence and outcomes;
- Copies of any supplied evidence relating to Recognition of Prior Learning or Credit Transfers;
- Copies of certificates or qualifications;
- Complaints or appeals lodged (if applicable) including reports and outcomes.

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 with a third party without your express written permission.

Appendix 1: Course Fees

Code	Title	Student fees payable				Traineeship	
		Fee Exempt	Concession	First Qualification	Subsequent Qualification	Concession	First and Subsequent Qualification
Business and Customer Service							
BSB20115	Certificate II in Business	\$ 0	\$ 160.00	\$ 880.00	\$ 1,050.00	\$ 160.00	\$ 870.00
BSB30115	Certificate III in Business	\$ 0	\$ 240.00	\$ 1,320.00	\$ 1,580.00	\$ 240.00	\$ 1000.00
BSB30215	Certificate III in Customer Engagement.	\$ 0	\$ 240.00	\$ 1,320.00	\$ 1,580.00	\$ 240.00	\$ 1000.00
BSB30415	Certificate III in Business Administration	\$ 0	\$ 240.00	\$ 1,320.00	\$ 1,580.00	\$ 240.00	\$ 1000.00
BSB40215	Certificate IV in Business	\$ 0	\$ 240.00	\$ 1,580.00	\$ 1,850.00	\$ 240.00	\$ 1000.00
BSB40515	Certificate IV in Business Administration	\$ 0	\$ 240.00	\$ 1,580.00	\$ 1,850.00	\$ 240.00	\$ 1000.00
BSB40615	Certificate IV in Business Sales	\$ 0	\$ 240.00	\$ 1,580.00	\$ 1,850.00	\$ 240.00	\$ 1000.00
BSB41415	Certificate IV in Workplace Health and Safety	\$ 0	\$ 240.00	\$ 1,580.00	\$ 1,850.00	NA	NA
BSB42015	Certificate IV in Leadership and Management	\$ 0	\$ 240.00	\$ 1,580.00	\$ 1,850.00	\$ 240.00	\$ 1000.00
BSB51915	Diploma of Leadership and Management	\$ 0	NA	\$ 2,530.00	\$ 2,850.00	NA	\$ 1000.00
Community Services							
CHC33015	Certificate III in Individual Support	\$ 0	\$ 240.00	\$ 1,450.00	\$ 1,750.00	\$ 240.00	\$1000.00
CHC43015	Certificate IV in Ageing Support	\$ 0	\$ 240.00	\$ 1,990.00	\$ 2,320.00	\$ 240.00	\$1000.00
CHC43115	Certificate IV in Disability	\$ 0	\$ 240.00	\$ 1,990.00	\$ 2,320.00	\$ 240.00	\$1000.00
Manufacturing							
MSM30116	Certificate III in Process Manufacturing	\$ 0	\$ 240.00	\$ 2,680.00	\$ 3,220.00	\$ 240.00	\$1000.00
Retail							
SIR20216	Certificate II in Retail Services	\$ 0	\$ 160.00	\$ 880.00	\$ 1,050.00	\$ 160.00	\$ 870.00
SIR30216	Certificate III in Retail	\$ 0	\$ 240.00	\$ 1,450.00	\$ 1,750.00	\$ 240.00	\$ 1000.00
Hospitality							
SIT30616	Certificate III in Hospitality	\$ 0	NA	NA	NA	\$ 240.00	\$ 1000.00
Transport and Logistics							
TLI21216	Certificate II in Driving Operations	\$ 0	\$ 160.00	\$ 1,010.00	\$ 1,210.00	\$ 160.00	\$ 1000.00
TLI21616	Certificate II in Warehousing Operations	\$ 0	\$ 160.00	\$ 1,010.00	\$ 1,210.00	\$ 160.00	\$ 1000.00
TLI31216	Certificate III in Driving Operations	\$ 0	\$ 240.00	\$ 2,410.00	\$ 2,900.00	\$ 240.00	\$ 1000.00
TLI31616	Certificate III in Warehousing Operations	\$ 0	\$ 240.00	\$ 2,410.00	\$ 2,900.00	\$ 240.00	\$ 1000.00
TLI32416	Certificate III in Logistics.	\$ 0	\$ 240.00	\$ 1,480.00	\$ 1,780.00	\$ 240.00	\$ 1000.00
TLI41816	Certificate IV in Warehousing Operations	\$ 0	\$ 240.00	\$ 2,150.00	\$ 2,150.00	\$ 240.00	\$ 1000.00
TLI42016	Certificate IV in Logistics.	\$ 0	\$ 240.00	\$ 2,150.00	\$ 2,150.00	\$ 240.00	\$ 1000.00
TLI50415	Diploma of Logistics (Traineeship only)	NA	NA	NA	NA	NA	\$ 1000.00
TLI31616	Certificate III in Warehousing Operations	\$ 0	\$ 240.00	\$ 2,410.00	\$ 2,900.00	\$ 240.00	\$ 1000.00
TLI32416	Certificate III in Logistics	\$ 0	\$ 240.00	\$ 1,480.00	\$ 1,780.00	\$ 240.00	\$ 1000.00

Appendix 2: 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 mandatory work placement 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 the 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.

Appendix 3: 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.



Appendix 4: Frequently Asked Questions on Inherent Requirements

Inherent requirements are mandatory requirements or expectations 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 and Administration 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:

- To obtain or provide a National Police Check document
 - Age threshold - 16 years old and over.
 - ARC Training will assist you in applying for the National Police Check for the purpose of Work Placement.
- To provide a Working With Children's Check number
 - Age threshold - 18 years old and over.
 - ARC Training will assist you in applying for the Working With Children's Check as a volunteer.
- To provide evidence of vaccination.
- Be physically fit enough to participate in mandatory work placement as part of the course requirements.
- Specific Australian Core Skills Framework (ACSF) level requirements.

If a prospective Student or existing Student is not able to provide or satisfy inherent requirements, the following are the possible consequence:

- Limited area to work in work placement facility.
- Not eligible to work in the intended industry.
- Not able to meet work placement requirements, therefore, cannot satisfy the qualification requirements.
- Requirements of the workplace.
- Not able to cope with study load due to high ACSF level of the course.

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

Appendix 5: Frequently Asked Questions on Work placement for existing workers

If Students are currently working and undertaking a qualification with work placement requirements;

- 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.
- SIT30616 Certificate III in Hospitality – required to complete 36 service shifts.

Enrolled Students will be required to complete the work place logbook to determine your competency against the units of competency that require assessment in the workplace. A Student can use their work hours by providing evidence of a Work contract- that states their commencement date, job description and work hours.

ARC Training will plan and organise how the assessment is to be conducted to meet the requirements of the Training package and Trainer/Assessor requirements. Any variation to how assessments are conducted is to be approved by the RTO Manager.

ARC Training may consider a Co-assessment arrangement when an Assessor from ARC Training is unable to be present in the workplace at the time of assessment. Co-assessment of Student can be undertaken by a third party person who has the industry expertise partnering with ARC Training's Assessor, both viewing the assessment directly (through observation in the workplace or via video (privacy issues considered and permission from relevant parties are sought before assessment occurs)

If there is a group of existing workers from the same workplace and enrolled in the same qualification, assessments cannot be undertaken in a group setting as it is the individual who achieves competency, so the Assessor is required to observe and determine that each individual Student has provided the required evidence against the relevant Units of Competency.

For further information please click on the following link:

https://vetnet.education.gov.au/Public%20Documents/CHC%20and%20HLT%20Frequently_Asked_Questions.pdf