



Making career
development easy

Student Handbook

Smart and Skilled

Contact Information

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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).

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Important Note

Please read and keep this document for your reference.

ARC Training policies, procedures and forms are available on our website. The student must ensure they 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/.

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 Training, 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 Training 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 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 the student needs extra assistance, they can 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 Subsidised Training

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.

The student can find more information about the Smart and Skilled program on the Smart and Skilled website:

<https://smartandskilled.nsw.gov.au/>

Smart & 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 to 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>

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

ARC Training Approved Qualifications under Smart and Skilled

BSB – Business Services

- | | |
|---|--|
| 1. BSB20115 Certificate II in Business | 6. BSB40515 Certificate IV in Business Administration |
| 2. BSB30115 Certificate III in Business | 7. BSB40615 Certificate IV in Business Sales |
| 3. BSB30215 Certificate III in Customer Engagement | 8. BSB41415 Certificate IV in Workplace Health and Safety |
| 4. BSB30415 Certificate III in Business Administration | 9. BSB42015 Certificate IV in Leadership and Management |
| 5. BSB40215 Certificate IV in Business | 10. BSB51918 Diploma of Leadership and Management |

CHC – Community Services

- | | |
|--|---|
| 1. CHC33015 Certificate III in Individual Support | 3. CHC43115 Certificate IV in Disability |
| 2. CHC43015 Certificate IV in Ageing Support | |

TLI – Transport and Logistics

- | | |
|--|---|
| 1. TLI21216 Certificate II in Driving Operations | 6. TLI32416 Certificate III in Logistics |
| 2. TLI21815 Certificate II in Logistics | 7. TLI41816 Certificate IV in Warehousing Operations |
| 3. TLI21616 Certificate II in Warehousing Operations | 8. TLI42016 Certificate IV in Logistics |
| 4. TLI31216 Certificate III in Driving Operations | 9. TLI50415 Diploma of Logistics |
| 5. TLI31616 Certificate III in Warehousing Operations | |

MSM – Manufacturing

- | |
|---|
| 1. MSM30116 Certificate III in Process Manufacturing |
|---|

SIR – Retail Services

- | | |
|--|--|
| 1. SIR20216 Certificate II in Retail Services | 2. SIR30216 Certificate III in Retail |
|--|--|

SIT – Tourism, Travel and Hospitality

- | |
|---|
| 1. SIT30616 Certificate III in Hospitality |
|---|

*For further enquiry of the qualifications listed, contact ARC Training on 02 8833 3999.

An ARC Training representative will provide the student with the information needed to discuss their learning needs, Approved Qualifications and check their 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.

Eligibility Criteria

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

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

Prospective students can check their eligibility at <https://smartandskilled.nsw.gov.au/are-you-eligible>

Note: 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.

Students should check their 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. 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 the prospective student wishes to apply for a concession or exemption of fees, they 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

For Proof of Eligibility – Acceptable evidence, see Appendix 1.

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.

For the Smart & Skilled Fee Schedule, see Appendix 2.

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 – ARC Training will provide students with one pen at the commencement of the qualification. Students may need to purchase their own pen, notebook and any other additional stationary that might be required.
- Work placement costs, such as:
 - Black pants for work placement.
 - Enclosed black leather shoes.

If the student requires further information or needs to discuss any concerns and learning needs, they can call ARC Training on 02 8833 3999 to speak with the Sales Team or Program Coordinators.

Enrolment Overview

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 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 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 the prospective student is eligible for concession fee or fee exemption and the evidence which will need to be provided.
 - Provided evidence for concession and exemption (if applicable) to enter into the Smart and Skilled Provider Calculator:
 - Use 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 prospective students have their Unique Student Identifier, they must provide it to ARC Training or give consent for ARC Training to locate or apply for USI on their behalf:
 - The prospective student will be required, in their USI account, to set access controls to allow the Department of Education, Department of Industry and ARC Training the appropriate levels of access to their USI records.
- When ARC Training has collected the prospective student's enrolment form, the Unique Student Identifier, 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 and ARC Training keeps the provider copy for its records.
- A Training Plan will be created and discussed between the student and trainer and assessor. Both parties will be required to sign the Training Plan.

Pre-enrolment

1. The Sales Team will contact prospective students who have enquired or have expressed interest about our Smart and Skilled program. 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.
 - Online link to an LLN assessment.
 - 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, including any LLN services that may be recommended as a result of prospective students LLN outcome
 - Relevant contact person and their contact numbers
3. The prospective student to complete the enrolment form, sign all declarations and submit required documentation
 4. The Sales Team assesses prospective students eligibility
 5. The Sales Team notifies the student of successful admission to the course via email.
 6. 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. The Sales Team send the Debit Success link to the students the week before the course commences, and emails an invoice after commencement. The student 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
 7. The student will receive the Notification of Enrolment – Student copy
 8. The Program Coordinator will contact the student prior to course commencement to introduce themselves, build rapport and provide student will details to alleviate any questions they have.

Course Progression

1. The student will receive their training schedule and training plan. The student is then required to read and agree to the training plan by returning the document 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 all relevant learning materials and assessment tools for their course.

Completion of qualification

1. A competency determination is reached when a student has completed and submitted all assessments that were marked as satisfactory. All performance evidence, knowledge evidence and assessment conditions must be met as a satisfactory outcome, as per the training package.
2. The Administration Team checks to see if the student has any outstanding assessments and fees. If the student has outstanding items, the Administration Team notifies the student, otherwise they continue to process the student's results.
3. End of Class Celebration (if applicable)
4. The student receives a Certificate or Statement of Attainment (if applicable).

Training and Assessment Delivery

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

Classroom

ARC Training's classroom mode of delivery is where the student receives face-to-face training delivered at an ARC Training head office, a suitable hired venue or workplace, where all training and assessment materials are provided. ARC uses a mixture of activities and discussions to cover the learning materials provided.

Digital Classrooms

Our digital 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. All learning material, assessments and any supplementary resources are available for use, using the Learning Management System (LMS), Canvas. In Canvas, the student will also have access to their course calendar which includes the dates and times of the scheduled training sessions with the trainer which is delivered using ConexEd, a web conferencing system.

ARC Training's digital classroom model is not an 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 for the student to refer back on any time. Our digital classroom is a virtual learning community, which means the student can also send messages to their trainer and other students in the class.

In order for students to complete their course using the digital classroom model, they must have the following:

- A valid email address
- A computer less than 5 years old or a tablet
- A reliable internet connection
- A reliable web browser such as Google Chrome, Safari, Firefox etc.
- Additional software such as Microsoft office may also be required depending on the 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 the trainer to observe the student completing an activity.

Students who are enrolled in the digital 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 the student does not share their user account details with anyone. For any technical difficulties encountered with the Canvas, please contact ARC by calling 02 8833 3999 and ask for the LMS team.

For more information on Digital Classrooms, see Appendix 3.

Self-Paced or Self-Directed

Activities such as personal and workplace reflections, pre-reading of learning resources, research and assessment preparation. Assessment preparation may include but not limited to writing drafts for their role plays and writing reports.

Attendance

Students are required to attend each class or workshop provided by ARC Training or access the video conferencing through our Digital Classroom. For each class, the trainer will have an attendance form, this form is used to record student attendance and is also used show student participation in training for each unit of competency.

The class attendance will be monitored by the Program Coordinators. Regular class attendance and participation in activities is required to get the most out of the course, including time to practice practical skills and opportunities to ask the trainer questions and discuss ideas with other students. ARC Training may cancel student's enrolment if student has not shown any course progression after all avenues of intervention has been exhausted.

If the student is unable to attend any class, they must contact the Program Coordinator as soon as possible on 02 8833 3999.

Training Plan

Training Plans are developed for each student enrolled in an approved qualification. The Training Plan has the following information:

- Contact person and contact numbers of ARC Training
- The training activity for both the student and ARC Training
- Details of support services that the student will receive if they:
 - Are Australian Aboriginal or Torres Strait Islander
 - Have a disability
 - Have any learning difficulties
 - Are a victim of domestic violence
 - Are long-term unemployed
- Credit Transfer and/or Recognition of Prior Learning (if applicable)
- 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 student
- Details of any customisation included in response to the needs of the 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 both the student and trainer and assessor or the program coordinator. Students are provided with a signed copy of the Training Plan, with the original kept by ARC Training in the student's file. If required, copies of the Training Plan will only be given to a third party with the student's written permission or in line with regulatory requirements.

At any time if the student chooses to defer or withdraw from the qualification, ARC Training 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 assessment in the work placement.

Student must provide required responses, it must be clear and detailed for each question, case study, scenario or project. The student's answers will be checked to ensure they align with the requirements of each unit of competency. Each completed assessment workbook needs to be submitted to the trainer and assessor. The student declaration must be completed in each assessment tool.

If the student has missed questions or responses are found to be inadequate, it will be returned to address the incomplete/insufficient response. If the student has any difficulties with questions or needs clarification, they are to ask their trainer and assessor or contact the Program Coordinator via email or call 02 8833 3999.

The student will be given written and/or verbal feedback from the trainer and assessor on the completed assessment tasks, as well as the opportunity to discuss the feedback provided. Student must keep a copy of their submitted assessments at all times.

A result of 'Satisfactory' or 'S' on the assessment means that the student has provided adequate responses for each assessment task to the required level. A result of 'Not satisfactory' means that the student will need to provide more information on the tasks, provide further evidence or confirmation of their knowledge and skills. A result of 'Competent' or 'C' means that the student has 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 their chosen course to be awarded the full qualification. If they are unable to complete the full qualification, ARC Training will issue the student with a Statement of Attainment for the units of competency that have been determined as Competent.

Resubmission

If the student's assessment responses are found to have not met the assessment task requirements, they will be provided with feedback from the trainer and assessor. The completed assessments will be returned to the student and will have instruction on what needs 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, students are to maintain regular contact with and provide updates with their 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 the 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, they are to speak with their trainer and assessor to request a review. If the matter remains unresolved, students are to contact their Program Coordinator on 02 8833 3999.

If the response to the student's initial concerns are 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 the student is deemed Not Yet Competent after the three (3) attempts, they must contact their Program Coordinator to discuss their options. These options may include:

- Lodge an appeal of the assessment decision.
- Recommence the Unit of Competency.
- Review 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 the student's work placement arrangement. Work placement is unpaid work, so it is important for the student to be prepared prior to attending the workplace.

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 be able to travel to the work placement venue. ARC Training will provide each student with two (2) ARC Training Student shirts before they 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 various placement providers. It is important to note that whilst every effort is made to place the student at a local workplace, this is not always possible and the student 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 the Work Placement Workbook to show evidence that the student has completed the required amount of hours 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 their 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 the student completing their work tasks at the venue and to discuss their learning and progress.
- Keep and maintain the Work Placement Workbook
- 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.

Contact 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 contact 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.

For frequently asked questions on inherent requirements regarding Work Placement/Experience, see Appendix 4. For frequently asked questions on Work Placement for existing workers, see Appendix 5.

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 students in connecting to an Australian Apprenticeship Support Network (AASN) provider.

If the student is already employed, they 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 the 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 the students 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 and assessor. Students need to make time to read the learning material, reflect on their learning and complete and submit assessments.

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

Self-paced learning is a good way of learning and offers students the opportunity to do their 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. The students 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 Training trainer and assessors, staff, fellow students and guests be treated with respect and courtesy.

Students are encouraged to allow their peers the freedom to study and learn at their own pace and must respect the facilities, equipment and the property of others. If students are attending work placement, they must ensure that their 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.

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.

Unacceptable behaviour

Unacceptable behaviour is any conduct which disrupts other students, trainers and assessors, 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 that 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 cancellation 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 an 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 the trainer and assessor or seek help through one of the counselling and support services listed below:

Headspace

Telephone: 1300 737 616

Site: www.headspace.org.au**Reading and Writing Hotline**

Telephone: 1300 655 506

Site: www.readingwritinghotline.edu.au**Beyond Blue**

Telephone : 1300 224 636

Site: <https://www.beyondblue.org.au/>**Lifeline**

Telephone: 13 11 14

Site: www.lifeline.org.au**Parent Line Queensland**

Telephone: 1300 301 300

Site: <https://www.parentline.com.au/>**Responsible Behaviour**

ARC Training 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.

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 Training 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 cancellation of their enrolment.

Cheating and Plagiarism

Plagiarism is a form of cheating and is unacceptable behaviour. If it is not the students own work or they have copied or obtained it from other sources, they 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 assessments or be deemed Not Yet Satisfactory or Not Competent.

Computer and Technology Policy

When using ARC Training equipment, computers or other technology, students must ensure they follow the instructions on correct usage from 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 the student attends and the assessments that are completed.

Students who do not comply with this condition may be withdrawn from the training course. While students are enrolled at ARC Training, students are urged to come to us first with their 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 students find a solution to their problem. All complaints are taken very seriously and investigated. If students do experience any problems, they must first speak to their trainer and assessor or Program Coordinator to discuss concerns and 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 (NSW), the Work Health and Safety Act 2011 (Commonwealth) and other relevant legislation. Students have a "Duty of Care" and are required to:

- Share the responsibility for 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 they are required to wear Personal Protective Equipment (PPE) during the course of training, assessment or work placement. If required, they must check that the personal protective clothing and equipment fits appropriately and can be worn 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 the student has been informed that PPE is required, they must wear the provided PPE. 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.

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 a 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. The information is given to the NSW Department of Industry and NCVET for statistical purposes.

Issuance of Certificates and Statements of Attainment

It is a great achievement when a student has completed a course. ARC Training will conduct a check of all of submitted assessments marked by the trainer and assessor, and if applicable, evidence of work placement and if the student has been found competent for each unit of competency.

The Certificates/Statement of Attainment will be issued on or before the 30 days after all completed documentation has been received and processed. Please note that USI is required in order for the certificates or statement of attainment to be issued.

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. A cost may apply for any requests to re-issue list or misplaced Certificate/Statement of Attainment.

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 (ASQA), National Centre for Vocational Education Research, Department of Industry, Skills and Regional Development and various government funding bodies.

Student information is stored securely and only accessed when required. Students may request access to their information and/or progress throughout training.

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

- Assessing student eligibility for a subsidised training under Certificate 3 Guarantee program or Higher Level Skills program
- Informing relevant regulatory and legislative bodies of students completion, non-completion or withdrawal from an Approved Qualification
- Monitoring the service given by ARC Training to the student and their satisfaction with the funding Program;

Records held by ARC Training include:

- The information provided on the student 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).

If a student wishes to access their information, they must provide identification to verify their name, address and date of birth. ARC Training cannot give or share information with a third party without the student's written permission.

Policies and Procedures

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. Information about 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
- Blue Card/Yellow Card
- Vaccination card, if applicable
- Physically fit to undertake work placement 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

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 method 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 students to provide information to the ARC Training representative regarding any disabilities, difficulties or circumstances which they are aware of that could impact their participation in training, assessments and if applicable completing work placement.

Additional questions are included on the enrolment form to ensure that the student has the opportunity to self-identify any issues with Language, Literacy and Numeracy or any other Special Needs that would impact on their 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 where costs may be incurred by the student. All discussions concerning LLN and special needs assistance between ARC Training and the student are strictly confidential.

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 the student has 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 student's recognised training and vocational education qualifications gained from each registered training organisation in Australia.

Once the student has obtained their USI, they are required to provide the USI at enrolment. If they do not provide their USI, ARC Training will be unable to issue the student with a nationally recognised qualification or Statement of Attainment.

How do I get a USI?

Students can create the USI themselves by visiting www.usi.gov.au and following the instructions provided on the website. Alternatively, ARC Training can assist the student in applying for a USI on their behalf when it has been

marked on the student declaration section of the enrolment form and have provided at least two (2) forms of valid identification and contact details.

To create a USI?

It only takes a few minutes to create a USI which can be created online 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 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 the 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>

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 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 relevant funding and other regulatory or legislative bodies 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 students would like to provide feedback or make a complaint about their experiences with ARC Training, they can 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

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.

Academic	Non-Academic
<ul style="list-style-type: none"> • Course progress 	<ul style="list-style-type: none"> • Marketing of qualifications
<ul style="list-style-type: none"> • Assessment outcome and results 	<ul style="list-style-type: none"> • Issuance of Certification or Statement of Attainment
<ul style="list-style-type: none"> • Plagiarism 	<ul style="list-style-type: none"> • Training Facilities
<ul style="list-style-type: none"> • Assessment submission/ resubmissions 	<ul style="list-style-type: none"> • Work placement
<ul style="list-style-type: none"> • Discrimination or perceived unfair treatment of trainers to Complainant 	<ul style="list-style-type: none"> • Issues and concerns arising from Complainant.

In the first instance, students can contact an ARC Training representative on 02 8833 3999 to discuss and resolve any issue or grievance that they have experienced to resolve the issue. If the student is not happy with the resolution from discussing their concerns, they can complete and submit the Complaints and Appeals Form and send it to the following address:

- emailed to the attention of the 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: <https://arctraining.edu.au/terms-and-conditions/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

Credit Transfer

Credit Transfers are available for students who have completed one or more units of competency with a registered training organisation and want to apply this towards their chosen course with ARC Training. Credit Transfers are where credit is provided for learning outcomes which have already been achieved.

This means that if a student has already completed one or more units of competency that form part of their current course, they 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 are to contact the Program Coordinator on 02 8833 3999
- Applications for Credit Transfers are only considered for whole units of competency that meet the packaging rules of the student's enrolled qualification.
- ARC Training acknowledges all nationally recognised certifications that are issued by other RTOs and will verify its authenticity with the issuing RTO. Alternatively, student may provide their consent to ARC Training to use their USI information to verify any completed units of competency or qualification in the USI portal.
- 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.
- The student will be advised by a phone call in the first instance if their 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.

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 the student to the units of competency, or components of the unit of competency.

These components include:

- Elements and performance criteria
- Performance evidence
- Knowledge evidence
- Assessment Conditions

ARC Training will provide the student with an RPL Application Form and once it has been submitted, the allocated trainer and assessor may conduct an interview with the student, and ask a number of questions, have them complete practical tasks (if applicable) and completed written tasks.

The student will be advised by a phone call in the first instance if their 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/

Fees, Fee Protection and Refund

Tuition Fees and other Fees

Tuition Fees/Other fees	Explanation
Total Course Fees	This includes cost of resources and services provided to students
Enrolment/Administration Fees	This forms part of the total course fees (\$95.00) and is non-refundable and collectable upon enrolment
Credit card Charge	This is the financial institution charge and is non-refundable once the transaction has been process.
Debit Success Fees	This is a \$12.00 fee collected by Debit Success as an establishment fee and is non-refundable
Re-issuance of Certificates and Statement of Attainment	This is a \$25.00 fee collected if former students request their certificates or statement of attainment to be re-issued.
RPL Application Fee	This is a \$200.00 application fee collected if students applied for an RPL assessment. This fee is non-refundable.
RPL Unit of Competency Fee	This is a fee charged for each unit of competency that was granted or eligible for RPL. Please refer to RPL policy.
Unused tuition fees	Any unit of competency that the student has paid for but did not commence
Used tuition fees	Any unit of competency attempted and/or completed and paid for.
Same day service for documentation release (Documents will be processed and sent within 5 business days from the time the request was received by ARC Training)	\$30.00 (this service includes posting the hard copy documentation by express post up to 500 to 1 kg) Any documentation that exceeds 1kg will incur additional charges, this will be discuss with the person requesting the documentation.

Refund Policy

- To request a refund, please contact the ARC Training head office and the form will be sent out by the Administration Team.
- Once completed, the application for refund should be sent through to ARC Training head office for processing by sending it to support@arcgroup.com.au for the attention of the Administration Department.
- The application for refund will be reviewed by the Senior Training Administrator and the outcome of the refund will be communicated within 14 days from receipt of the completed refund request form.
- Once approved, the refund will be processed and monies transferred by the Accounts team to the student's nominated bank account within 30 days of being approved for refund.

There are a number of circumstances where a refund of fees will be available which are as follows:

Employment Service Provider Students

- The student or Job active (JA) has overpaid the course fee
- The course has been cancelled by ARC Training
- The Student or JA formally advises ARC Training within the "cooling off period", being 48 hours or 2 business days after the enrolment form has been completed. ARC Training will refund the whole amount if paid by the student.
- ARC Training has determined that the student would be unreasonably disadvantaged if a refund did not occur.
- Any refund will be deposited by the Accounts Team to the student's nominated bank account within 30 days of receiving an approved refund request.
- Enrolment/Administration fee, credit card or debit success charges are not refundable.

Public students

- The course has been cancelled by ARC Training
- The Student advises ARC Training within the "cooling off period", being 48 hours or 2 business days after the enrolment form has been completed. ARC Training will refund the whole amount if paid by the student.

- If the student withdraws from a qualification but has completed some units of competency then the student will be offered refund for unused tuition fees. However, if the student has commenced study in a particular unit but did not submit any assessments; it will be considered as used tuition fees.
- ARC Training has determined that the student would be unreasonably disadvantaged if a refund did not occur.
- Any refund will be deposited by the Accounts Team to the student's nominated bank account within 30 days of receiving an approved refund request.
- Enrolment/Administration fee, credit card or debit success charges are not refundable.

Fee for service students:

- The student has overpaid the advertised course fee
- The course has been cancelled by ARC Training
- If the student withdraws from a qualification but has completed some units of competency then the student will be offered refund for unused tuition fees. However, if the student has commenced study in a particular unit but did not submit any assessments; it will be considered as used tuition fees.
- If the student withdraws from a qualification but has completed all the requirements for a lower level qualification (which attracts a lower student fee), students will be refunded the difference in fees (providing the fees have been paid in full).
- ARC Training are of the opinion that the student would be unreasonably disadvantaged if a refund did not occur.
- Any refund will be deposited by Accounts Team to the student nominated account within 30 days of receiving and approval of refund request.
- Enrolment/Administration fee, credit card or debit success charges are not refundable.

Traineeships

Note: ARC Training will invoice 50% of any student fees on enrolment. The final 50% will be invoiced at midpoint of the program.

- If the Employer cancels the training before course commencement, the employer will not be refunded of the 50% deposit as specified in the ARC Training Service Level Agreement with the employer.

Deferral, Withdrawal, Cancellation or Transfer Deferring Student

If the student is enrolled in a an approved qualification and problems or issues arise which impacts their ability to attend class and complete assessment, ARC Training is committed to helping the student explore and find possible solutions with the trainer and assessor that may help them continue and complete the 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:

- Compassionate or compelling circumstances conditions that are beyond the control of the student
- Bereavement of close family members
- Traumatic experience i.e. involvement in or witness a serious crime or accident and has an impact on the students
- Serious illness or injury – where a medical certificate states the student was unable to attend classes
- 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. In this circumstance, there are certain conditions that they must follow to make this possible. The maximum deferral period is 12 months from the date that ARC Training receives a letter/notification that the student wishes to defer.

If the student wishes to apply to defer the course, they 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 - 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 the student to re-engage them in the course. If they do not recommence the course at the completion of the deferral period, the enrolment may be cancelled.

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

Please be aware that should the student's qualification be superseded during the period of deferral, ARC Training will notify them and discuss what options are available.

Withdrawal

If the student wishes to withdraw/discontinue training in an Approved Qualification without completing the Approved Qualification, they must advise the Program Coordinator at ARC Training by contacting 02 8833 3999 to discuss and give ARC the opportunity to address their concerns.

If the student has a complaint, they must refer to the Complaints and Appeals Policy and Procedure at www.arctraining.edu.au and the Program Coordinator will discuss the matter with them.

The student 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 - 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 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 the student of any amounts owing (if applicable) and negotiate payment arrangements
- Provide the student with a Statement of Attainment for the units of competency completed
- Training plan will be finalised and updated and the student will be sent a copy
- For Trainees, notify the local Training Services NSW Regional Office within 14 days of notification of the discontinuing of Training.

Transferring Students

Transfer In

A student who is transferring in to ARC Training is to be treated as a new student and will follow ARC Training's enrolment process.

The Sales Team will provide information and assistance to the student, and 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 them 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 student to the local Training Service NSW Regional Office for assistance
 - Referring the student to the Smart and Skilled website to identify an alternative RTO who can provide subsidised Training
 - Student to remain with ARC Training and continue training on a 'fee-for-service' basis
- Fee arrangements for transferring student (as per the Fee Administration Policy)
- All submitted assessments are processed and marked
- Check and ensure the student receives any refunds owed as per the Fee Administration Policy
- Any refunds refer to the Refund procedure
- Issue a current Statement of Fees and Receipt of Payment
- Provide the student with a Statement of Attainment for the units of competency completed
- Send the student 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 student.

Cancellation of Enrolment

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

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

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 assessments and progress through the course
- Ensure that each assessment task completed is their own work
- Undertake all assessment in the designated timeframes
- Meet their "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 the training and assessment
- Wear appropriate clothing and footwear
- Students must contact ARC Training if they are unable to attend training or personal circumstances change which affect attendance in training and completing assessments and if applicable, Work Placement.

RTO Responsibilities

The RTO will:

- Provide each student a training plan
- 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 and to inform the Consumer Protection Officer in case the student is in need of assistance.
- 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

Appendix 1: Proof of eligibility - Acceptable evidence

Source: *Smart and Skilled Fee Administration Policy, Version 2.2, 03 June 2019*

Requirement	Evidence	Evidence Requirements
Proof of Identity:		
1. Proof of identity	<ul style="list-style-type: none"> USI <p>The Provider must ensure validity of the USI. The Department will also check its validity with the USI Registry.</p>	Valid USI at enrolment
Smart & Skilled eligibility:		
2. Living work working in NSW	<p>Living in NSW:</p> <ul style="list-style-type: none"> any Commonwealth or NSW Government issued document providing evidence of living location, or <p>If the student does not live in NSW, Working in NSW:</p> <ul style="list-style-type: none"> employer-issued document confirming employment in NSW. 	Evidence sighted or collected by Provider
3. Citizenship: Australian citizen, New Zealand citizen and permanent Australian resident	<p>Australian citizen:</p> <ul style="list-style-type: none"> Australian birth certificate; or Australian Passport; or Certificate of Australian Citizenship (Naturalisation Certificate); or Green Medicare Card. <p>New Zealand citizen:</p> <ul style="list-style-type: none"> New Zealand birth certificate; or New Zealand Passport; or Green Medicare Card. <p>Permanent Australian resident:</p> <ul style="list-style-type: none"> a Certificate of Evidence of Resident Status (CERS), which confirms status as an Australian permanent resident; or use the Department of Immigration and Border Protection's Visa Entitlement Verification Online (VEVO) facility to confirm status as Australian permanent resident and check passport; or Green Medicare Card. 	Evidence sighted or collected by Provider
4. Humanitarian visa holder (Refugee or asylum seeker)	<ul style="list-style-type: none"> Relevant visa documentation; or ImmiCard (where appropriate) <p>Note: If a Bridging Visa holder, the student must provide a document from the Department of Immigration and Border Protection acknowledging application for a humanitarian visa.</p> <p>Additional information below:</p>	Evidence sighted or collected by Provider
Permanent Visas		Temporary Visas
<ul style="list-style-type: none"> Emergency rescue visa (Subclass 203) Global special humanitarian programme visa (Subclass 202) In-country special humanitarian programme visa (Subclass 201) Protection visa (Subclass 866) Refugee visa (Subclass 200) Woman at Risk visa (Subclass 204) 		<ul style="list-style-type: none"> Bridging Visa A (BVA) Bridging Visa B (BVB) Bridging Visa C (BVC) Bridging Visa D (BVD) Bridging Visa E (BVE) Safe Haven Enterprise visa (Subclass 790) Temporary Humanitarian Concern visa (Subclass 786) Temporary Humanitarian Stay visa (Subclass 449) Temporary Protection visa (Subclass 785)
Requirement	Evidence	Evidence Requirements
Smart & Skilled eligibility (continued):		
5. Home schooled students	<ul style="list-style-type: none"> Copy of current certificate of home schooling registration, which clearly indicates the period of time for which the student will be home schooled 	Evidence sighted or collected by Provider
6. Date of birth	<ul style="list-style-type: none"> USI data 	USI checks date of birth
7. Registration as NSW apprentice or new entrant trainee	<ul style="list-style-type: none"> Training Contract Identifier (TCID) number 	Department system check against details of approved or registered Training Contract stored in Training Services NSW database

8. Previous qualification	<ul style="list-style-type: none"> Department's system may check against Smart and Skilled records and/or USI academic transcript records. 	Student declaration/signature at enrolment
9. Year 10 completion or equivalent (if under 17)	<ul style="list-style-type: none"> Evidence that student has met school leaving age requirements 	Student declaration/signature at enrolment
10. Postcode for Australian Aboriginal or Torres Strait Islander on borders	N/A	Student declaration/signature at enrolment
Concession fee eligibility:		
11. Concession Fee: Commonwealth Government Welfare Recipient	<ul style="list-style-type: none"> a letter from the Department of Human Services (Centrelink) confirming receipt of the benefit. The letter should clearly show the Centrelink Reference Number (CRN) and the benefit or allowance category; or a current concession card that shows the CRN and clearly shows the benefit or allowance category; or a current Centrelink income statement that clearly shows the CRN and the benefit or allowance category; or any other evidence that clearly shows the CRN and the benefit or allowance category; or documentary evidence from the Department of Veterans' Affairs stating their pension/benefits status; or for people applying for Austudy or Youth Allowance, an approval letter from Centrelink that shows the CRN and indicates that commencement date of their benefit is within two weeks of their enrolment or two weeks within the date of the first class attendance or participation in training 	Evidence sighted or collected by Provider
12. Concession Fee: Dependant of Commonwealth Government Welfare Recipient	<ul style="list-style-type: none"> A dependent child, spouse or partner of someone who is receiving a specified Commonwealth Government welfare benefit or allowance, must provide documentary evidence that Centrelink recognises the student as dependant <p>The evidence must clearly show the CRN of the benefit or Commonwealth Government welfare recipient.</p>	Evidence sighted or collected by Provider
13. Fee Exemption: Australian Aboriginal or Torres Strait Islander	N/A	Student declaration/signature
14. Fee Exemption: Disability	<ul style="list-style-type: none"> a letter from Centrelink confirming receipt of the Disability Support Pension. The letter should clearly show the Centrelink Reference Number (CRN); or a current Disability Pensioner Concession Card that shows the CRN; or a current Centrelink income statement for the Disability Support Pension, which clearly shows that income is for the disability pension and also shows the CRN; or any other evidence that clearly shows the CRN and confirms receipt of the Disability Support Pension; or documentary evidence of support demonstrating a clear additional need as a result of the student's disability. This evidence must be a letter or statement from: <ul style="list-style-type: none"> a medical practitioner; or an appropriate government agency such as Veteran's Affairs or a TAFE NSW teacher consultant (for a student with a disability), a school counsellor or special education coordinator, Centrelink, a Disability Service Provider, or a Job Capacity Assessor; or 	Evidence sighted or collected by Provider

	<ul style="list-style-type: none"> ○ a specialist allied health professional (including a rehabilitation counsellor, psychologist, speech pathologist, or occupational therapist). 	
15. Fee Exemption: Dependant of a person with a disability	<ul style="list-style-type: none"> • Documentary evidence that Centrelink recognises the student as a dependent child, spouse or partner of someone who is receiving a Commonwealth Government Disability Support Pension. <p>The evidence should clearly show the Centrelink Reference Number (CRN) of the Disability Support Pension recipient.</p>	Evidence sighted or collected by Provider
16. Fee Waiver: Refugee or Asylum Seeker	As per requirement 4	Evidence sighted or collected by Provider
17. Fee free training – Fee Free Scholarship (Concession eligible)	<ul style="list-style-type: none"> • As per requirement 11 or 12, Concession Fee • A concession student who meets the requirements for Social housing status will be given priority 	Student declaration/signature at enrolment
18. Fee free training – Fee Free Scholarship (Out-of-Home eligible)	<p>For a student currently in out-of-home care:</p> <ul style="list-style-type: none"> • A copy of the Children’s Court Care Order, or • A copy of the ‘ Confirmation of Placement’ letter, or • A letter from Family and Community Services or the Out-of-Home Care Designated Agency verifying that the student is in statutory or supported care, or • Any other evidence which clearly shows that the student is in out-of-home care. <p>For a student previously in out-of-home care:</p> <ul style="list-style-type: none"> • A copy of the Children’s Court Care Order, or • A copy of the ‘ leaving care’ letter from the Minister for Family and Community Services, or • A letter from Family and Community Services verifying the student was previously in statutory or supported care, or • Any other evidence which clearly shows that the student was previously in out-of-home care. 	Evidence sighted or collected by Provider
19. Fee free training – Fee Free Scholarship (Domestic and Family Violence eligible)	<p>A letter of recommendation is required from a domestic and family violence service, refuge or other support agency such as:</p> <ul style="list-style-type: none"> • Legal Aid NSW through their Women’s Domestic Violence Court Advocacy Services, or • Organisations who provide Integrated Domestic Family Violence Services, or • Organisations who provide <i>Staying Home, Leaving Violence</i> services, or • Organisations who deliver Specialist Homelessness Services (i.e refuges and crisis accommodation), or • Domestic Violence NSW, or • Any other organisation which clearly shows that the student is or has been previously receiving support services for domestic and family violence (for example a non-government organisation or charity that is self-funded). 	Evidence sighted or collected by Provider
20. Fee free training – Entitlement Foundation Skills	N/A	Student enrolment in the Program
21. Fee free training – Fee Free Apprenticeships	<ul style="list-style-type: none"> • Date of commencement of Smart and Skilled training must be 1 July 2018 or later 	Student declaration/signature at enrolment
Commonwealth Government benefits and allowances		
<ul style="list-style-type: none"> • Age Pension • Carer Payment* 	<ul style="list-style-type: none"> • Austudy • Disability Support Pension 	

• Farm Household Allowance	• Family Tax Benefit Part A (maximum rate)
• Newstart Allowance*	• Parenting Payment (single)
• Special Benefit	• Sickness Allowance
• Veterans' Children Education Scheme	• Veterans' Affairs Pensions
• Widow B Pension	• Widow Allowance
• Wife Pension	• Youth Allowance

Comments:

*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.

*The Carer Payment is a specific benefit paid by the Commonwealth Government; this category does not include the Carer Allowance or Carer Adjustment Payment.

Appendix 2: Smart and Skilled Fee Schedule

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
TLI21515	Certificate II in Logistics	\$ 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 3: Digital Classrooms Fact Sheet

What is an ARC Digital Classroom?

An ARC digital 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 Digital Classrooms work?

Digital Classrooms work by bringing our Students and trainers together on a weekly or fortnightly basis. Students meet using a virtual classroom by ConexED 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 Digital 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 Digital 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 Digital 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 Digital Classrooms uses the ConexED 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 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 the student 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 the student in applying for the Working with Children's Check as a volunteer.
- To provide evidence of vaccination (if required in the workplace)
- Be physically fit to participate in mandatory work placement as part of the course requirements.
- Meet 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.
- Not able to cope with study load due to high ACSF level of the course.

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

Students will be required to complete the work place logbook to determine their competency against the units of competency that require assessment in the workplace. A student may use their work hours by providing evidence of a Work contract- that states their commencement date, job description and work hours. Further information about work placement can be obtained from the Work Placement Coordinator.

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.

For further information please click on the following link:

[https://vetnet.education.gov.au/Public%20Documents/CHC%20and%20HLT%20Frequently Asked Questions.pdf](https://vetnet.education.gov.au/Public%20Documents/CHC%20and%20HLT%20Frequently%20Asked%20Questions.pdf)

Glossary

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 Organisation (SSO) – Develop and maintain training package content – including qualifications, skill sets, and Units of Competency.

Standards for Registered Training Organisations 2015 (SRTOs 2015) – the national standards against which applicants for registration as a VET provider are assessed.

Statement of Attainment – A statement confirming that the person has successfully completed the units of competency specified.

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

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

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.