



Making career development easy

STUDENT HANDBOOK

"Providing support services and practical education that improves people's lives"

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Important Note and Disclaimer

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.

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 training and assessment program.

Further information about our qualifications, locations, fees and other relevant policies and procedures please access our website, <https://arctraining.edu.au/>. You may also reach us by calling us on 1300 793 146 (NSW), 1300 793 184 (QLD) or email us on training@arcgroup.com.au.

Welcome message from the 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

About Us

ARC Group was co-founded in July 2001 by its current CEO, Cameron Ryan, in Parramatta. Since the very early days there was a clear mission to make career development easy, starting off as a recruitment agency (Australian Recruitment Consultants Pty Ltd) and progressively expanding into other areas to really deliver on our mission.

Train Australia is a Registered Training Organisation (RTO# 91007) started trading as ARC Training in July 2004. We were founded in 2001 to inspire individuals to discover a new skillset or career path and ignite a passion for learning through an alternative option to TAFE or university.

We specialise in nationally recognised training programs in the following industries: business, community services, transport and logistics, manufacturing, hospitality and retail. Our courses range from day programs to Diplomas and our certifications are government-accredited to ensure your new set of skills is created with the highest industry standards and best practices in mind.

At ARC Training, we hire only the highest calibre trainers who are specialists and still working in their respective industries. Our trainers are customer-centric, and everything they do is for the benefit of their students. Achieving success with your career goals is our day-to-day. In the last 12 months, more than 3500 students have finished a Certificate or Diploma with us which represents bigger alumni than most training organisations in the Sydney area.

Vision

Providing support services and practical education that improves people's lives.

Values



Commitment

CUSTOMERS: *Delivering on our promise with passion*

COMMUNICATION: *Being open and honest*

COLLABORATION: *The courage to be our best*

CONSISTENCY: *Building excellence*

COMPLIANCE: *Acting with responsibility*

ARC Training as a Vocational Education and Training Provider

In Australia, Vocational Education and Training (VET) is primarily delivered by Registered Training Organisations, (RTO) RTO # 91007 listed on www.training.gov.au and can lead to nationally recognised qualification or accredited course.

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.

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 ASQA's vision is that students, employers and governments have full confidence in the quality of VET outcomes delivered by Australian Registered Training Organisations.

RTO Responsibilities

- 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, and other relevant policy and procedures that may assist the student to be informed at all times , and to ensure that students can refer to policies and procedures whenever they need to
- Monitor and maintain student's attendance, participation, progress and student file.
- Issue AQF certification documents on successful completion of the course or a statement of attainment for each unit of competency attained.
- 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.

Supporting Students with their Language, Literacy and Numeracy (LLN)

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 LLN 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 LLN or any other Special Needs that would impact on their training and assessment.

When it is identified that a student has LLN 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.

Student Support and Services

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

Beyond Blue

Telephone : 1300 224 636

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

Reading and Writing Hotline

Telephone: 1300 655 506

Site: www.readingwritinghotline.edu.au

Lifeline

Telephone: 13 11 14

Site: www.lifeline.org.au

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.

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

Student 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.
- Provide the required equipment or tools if applicable
- 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 in a timely manner through the course.
- Ensure that each assessment task completed is their own work.
- Undertake all assessment in the designated time frames.
- 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.
- If there are changes to the student's personal information, such as address, email address or contact number, they must notify ARC Training within 7 days of the change.

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 cancelation 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. Furthermore, 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 cancelation of their enrolment.

ARC Training recognises that students may have problems which do not directly concern their course, training provider or work placement, but may affect their ability to achieve competency. In this situation, 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.

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 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.

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. Downloading pornographic or offensive materials is unacceptable behaviour, may result to disciplinary action, e.g. Suspension or cancellation of 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. Students who are found to be repeat offender, will have their enrolment cancelled.

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 (Commonwealth) and other state 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 of training.

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.

Funding Body Obligation

During the enrolment, it is the student's responsibility to understand and meet their obligation if enrolling in a funded qualification. Relevant information about subsidised qualification can be found on <https://arctraining.edu.au/>.

Students must report any instances of any unethical or fraudulent practices to ARC Training staff as soon as it is practical via email at support@arcgroup.com.au.

Training Delivery

ARC Training provides training utilising a classroom or in a virtual environment. This information has been provided to the student during the enrolment stage. ARC Training will organise training facilities within various locations, ARC Training will ensure that locations are chosen with the student's benefit, comfort and safety in mind.

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 Training 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 Zoom, 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 or laptop less than 5 years old
- 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 strongly recommended that the student does not share their user account details with anyone. For any technical difficulties encountered with the Canvas, please contact ARC Training by calling 02 8833 3999 and ask for the LMS team.

Self-Paced/Self-Directed Learning Activities

Self-paced or self-directed learning is an important aspect of our training with ARC Training. It includes personal and workplace reflections, pre-reading of learning resources, watching recommended videos, research and assessment preparation.

Assessment preparation may include but not limited to writing drafts for their role plays and writing reports. ARC Training has appropriated or recommended self-directed training hours; it is best that students allocate those hours for self-directed training.

We also acknowledge that students study habits may require lesser or longer hours, therefore utilising self-directed hours is just as important as studying in a face to face environment with the Trainer.

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
- 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 the student 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.

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.

Attempting an assessment in an online environment, ARC Training will allow you to preview the assessment before actually attempting the assessment, e.g quiz or short answers.

Re-submission

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.
- CHC43415 Certificate IV in Leisure and Health – required to complete 120 hours of work placement.

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:

- Attend the work place induction and get to know your work buddy and your work place supervisor
- Complete each day of the scheduled work placement. When completing time sheet, please calculate your hours accurately and ensure that the hour or minutes taken for breaks is not included in the total hours worked.
- be punctual to the placement provider
- be professionally presented and ensure appearance and behaviour are in keeping with the standards of the workplace

- notify the appropriate people when they are not able to attend (please 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 hazard or unsafe practices seen under the host organisations WHS guidelines
- be visited by Trainer/Assessors to conduct observations and assessments whilst carrying out task that required application of skills and knowledge keep and maintain the work placement workbook
- Treat confidential material as private, maintain staff, and peer confidentiality
- maintain communication with the ARC Training Work Placement Coordinator and Work place Supervisor
- Work in accordance with Work place Health and Safety, Equal Opportunity and other relevant legislative and regulatory guidelines

Please contact your designated program coordinator or trainer/assessor if needing assistance with work place matter on 02 88333 999.

Existing Worker/ Student in CHC Qualifications

If you are currently working and studying at the same time, ARC Training and your organisation has developed a service level agreement (SLA), the SLA articulates the following agreement:

- in the event that the student is not able to access client's for work place observation and assessment due to confidentiality and privacy issues, the work place that has employed the student, agrees to nominate supervisor that will observe the student conducting the task, and the student agrees to participate the competency based discussion (CBD) with ARC Training Assessor.
- All the required documentation such as letter from employer, payslip, job descriptions must be provided to ARC Training on or before the training commence.

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.

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.

All students must endeavour to complete their course within the agreed time frame, otherwise it is expected that student understands and adheres to our course deferral policy if extenuating circumstances may affect their ability to complete the course on time.

Students must also remember that, qualifications within the training package may be subject to change, and therefore must understand that they will be transitioned to an updated qualification which may require additional units of competency or work place training and assessment requirements.

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.

Imminent transition of your qualification to a new one, is also the reason why you must complete your qualification within the agreed timeframe.

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 Statement 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, please note this request may incur a cost on your end. Please refer to our fee schedule, (please read our Fees, Fee Protection and refund policy in the website).

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.

ARC Training will only issue certificate or statement of attainment if it is satisfied that the students has meet all the requirements of the qualification, such as completed all the required assessments (written, practical, and work placement if applicable) and has been deemed competent in all the relevant and required assessments. Student must also have paid their fees and has provided their USI in order for ARC Training to issue their certificate of statement of attainment.

Policies, Procedures and Guidelines

for further information, please refer and read our policy and procedures in <https://arctraining.edu.au/>

Complaints and Appeals

Academic:

- Course progress
- Assessment outcome and results
- Plagiarism
- Assessment submission/resubmissions
- Discrimination or perceived unfair treatment of trainers to Complainant

Non-Academic:

- Marketing of qualifications
- Issuance of Certification or Statement of Attainment
- Training Facilities

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 or 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/policies terms conditions/](https://arctraining.edu.au/policies_terms_conditions/)

Note: Please contact relevant State Fair Trading or Ombudsman office (add their address here, as per complaints and appeal policy info

Fees, Fee Protection and Refund

1. Total course fees: this includes cost of resources and services provided to students
2. Enrolment/administration fees: this forms part of the total course fees (\$95.00) and is non-refundable and collectable upon enrolment.
3. Credit card charge: this is the financial institution charge and is non-refundable once the transaction has been process.
4. Debit success fees: this is a \$12.00 fee collected by debit success as an establishment fee and is non-refundable
5. Re-issuance of certificates and statement of attainment: this is a \$25.00 fee collected if former students request thier certificates or statement of attainment to be re-issued. Same day service is available (electronic print) for \$30.00.
6. RPL application fee: this is a \$200.00 application fee collected if student s applied for an RPL assessment. This fee is non-refundable.
7. Unused tuition fees: any unit of competency that the student has paid for but did not commence.
8. Used tuition fees: any unit of competency attempted and/or completed.

Note: Same day service for documentation release will be charge at \$30.00 both electronic and postal (500g to 1kg)

For traineeship and apprenticeship or students enrolled by their employers must read ARC Training refund policy at

https://arctraining.edu.au/policies_terms_conditions/

For specific tuition fees, subsidies or co-contribution fees, please refer to

<https://arctraining.edu.au/>

Deferral Policy

ARC Training students may defer their studies provided compelling reason is provided. Examples of compelling reason but are not limited to are the following;

- Medical reason
- Caring for immediate family member who is unwell, sick or elderly
- Bereavement of close family members
- Traumatic experience
- Other reason including pregnancy.

Student must provide supporting documentation if applying for course deferral. Student must complete the deferral form and submit to their program coordinator. Deferral of course can be up to six months, and if further extension is required, the student must discuss this with their program coordinator.

Please refer to ARC Training Deferral policy and procedure at

https://arctraining.edu.au/policies_terms_conditions/

Credit Transfer Policy

ARC Training informs all students of the availability of a credit transfer for any equivalent unit of competency gained from previous studies. This ensures that students are not required to repeat any current unit of competency.

The student will be required to complete ARC Training Credit Transfer application form which provides details of the credit sought, and complete a consent form for ARC Training to verify with the RTO who issued the certificate or via the students Unique Student Identifier (USI) record.

The decision on the credit transfer will be made and formally communicated to the student within 30 calendar days of application. Students have the right to appeal the decision and may appeal under the ARC Training Complaints and Appeals Policy and Procedure.

Procedure

1. If it is known in the first instance of engagement (phone or email) that the student seeks a Credit transfer, the Sales Team will advise the student to bring original certificates and statements of attainment for any previous full qualifications or part qualification attained to the enrolment or induction session.
2. Students are required to complete the enrolment form which identifies if they want to apply for a credit transfer. Once it is clear that the student seeks a credit transfer, the student will be asked to complete the Credit Transfer form. The Sales Team representative will make copies of the evidence provided and attach it to the student's Credit Transfer application form.
3. The completed enrolment and Credit Transfer application form along with the required documentation will be forwarded to the Enrolment Officers for processing and approval.
4. The Enrolments Officer will check the validity of the evidence provided by either calling the RTO that has issued the certificate (pre-USI implementation) or use the student's USI (with student's consent) to verify the issued qualification or statement of attainment. Copy of the USI verification for units of competency that is subject to credit transfer application must be downloaded and copied in the student records.
5. Senior Training Administrator will approve all eligible Credit Transfers, in line with the relevant endorsed training package and the enrolled course outline. If required, the Compliance Team may be sought for advice and confirmation.
6. If the Credit Transfer is approved and the unit listed is not part of the student's original training plan with ARC, the Enrolment Officer is required to review the Training Package rules for the qualification for its suitability in consultation with the Training Delivery Team and the student.

7. The Enrolment Officer will calculate the tuition fee amount that the student has to pay after the Credit Transfer has been applied
8. The Enrolment Officer will update the student's file and the Student Management System. The student is advised either:
 - a. That a Credit Transfer has been granted and total tuition fees to be paid or
 - b. That a Credit Transfer has not been granted and full details about the decision are provided.

If a student disagrees with the Credit Transfer decision, they are encouraged to lodge an Appeal within 7 calendar days. The ARC Training Complaints and Appeals Policy and Procedure and the Complaints and Appeals form is available on the ARC Training website.

Note: for Recognition of Prior Learning (RPL), please refer to our RPL Policy and Procedures located at <https://arctraining.edu.au/>

Cancellation Policy

At ARC Training, we treat student's enrolment seriously. We support our student's journey with ARC Training. However, in some instances, student enrolment maybe cancelled due to the following reason:

- Breach of student conduct
- Student poor attendance or non-attendance despite of numerous discussions or intervention meetings.

Breach of student conduct, and the example are listed below, the list is not exhaustive by any means.

- i. continued disruptive behaviour in class
- ii. assault
- iii. theft
- iv. carrying or possession of unlawful weapons
- v. vandalism of ARC Training property and another student property
- vi. indecent and offensive behaviour in class or towards ARC Training Staff
- vii. intimidation, harassment and/or bullying
- viii. Continued behaviour of submitting plagiarised response to assessments

In the event any of the above circumstances occur, ARC Training will initiate meeting with the student and an investigation will occur as per our policy and procedures.

- i. Is permitted to continue with the course, and no further action is required. The Program Coordinator will monitor the progress and attendance of the student for thirty (30) calendar days from the date of the student interview.
- ii. Is not permitted to continue, the Senior Program Coordinator or Program Coordinator will inform the student either in person, or via phone call and in addition send written notification of cancelling their enrolment due to the seriousness of the breach of Student code of conduct.
- iii. Student has fourteen (14) days from date of receiving written notification to appeal the decision to cancel their enrolment to the Compliance Manager. If the student appeals, they will need to follow the complaints and appeal process.
- iv. If a formal appeal has been lodged, the student's cancellation cannot take effect until the internal process is completed. At this point, this process will be taken over by the Complaints and appeal process.
- v. If no appeal has been lodged after fourteen (14) days, the Senior Program Coordinator or Program Coordinator will notify the Senior Training and /or Training Administrator to cancel the student's enrolment.
- vi. Administration Team will cancel the student enrolment in student management system.

Another reason for cancelling the student enrolment is when the student ceased contact, e.g. poor attendance despite intervention or discussion with ARC Training Representative or non-attendance.

1. The Trainer will contact student to discuss poor attendance in the first instance, if poor attendance persists, the Trainer will inform the Program Coordinator to implement intervention measures.
2. The Program Coordinator will contact the student and discuss course progress. The details of the discussion will be recorded in the student file (aXcelerate).
3. The Program Coordinator will recommend cancelling the student enrolment if the student has ceased any contact despite numerous calls or emails sent by the Program Coordinator. As a rule the Program Coordinator has sent a minimum of 3 emails, or text messages or phone calls or combinations of email, text message or phone calls within the term and if the communication sent remain unreciprocated, it will be the determining factor to recommend cancellation of student enrolment.
4. The Program Coordinator to check aXcelerate record to confirm all intervention measures have taken place prior to recommending cancellation of student.
5. Program Coordinator to notify Training Administrator of the intent to cancel the student's enrolment by email. Note: For Traineeship, B2B Program Coordinator will inform B2B Administrator, please refer to section 6.C of Cancellation of Enrolment- Breach of student code of conduct.
6. Training Administrator to notify the student in writing of the following:
 - i. A decision has been made to cancel their enrolment with ARC Training;
 - ii. The date that training will end;
 - iii. Advise of the reasons for the cancellation and the impact on their chosen course; notification of the date which training will end;
 - a. For the units of competency completed a statement of attainment to be issued;
 - b. If they want to return to the course they will need to undertake a new enrolment (note: This depends on the severity of the conduct that resulted to the cancellation of enrolment);
 - c. That the student may appeal the decision to cancel by completing a Complaints and Appeal form and send to support@arcgroup.com.au
7. The student has fourteen (14) days from email notification of the right to appeal the decision to cancel their enrolment by following ARC Training's complaint and appeals processes. If an appeal is lodged; the cancellation of the student enrolment cannot be finalised until the internal process is completed unless extenuating circumstances apply.
8. Once the Senior Program Coordinator has received the notification to cancel the student enrolment from Compliance, the Senior Program Coordinator will notify the Administration Team to cancel the student enrolment.

9. The Administration Team must check the student files to ensure evidence of participation and to record the hours completed by the student (such as on-line participation hours, classroom attendance hours, work placement hours and then record an outcome “40” in aXcelerate submit training activity data to finalise the records.
 - i. Review and update the training plan/individual learning plan with units completed, or commenced but not completed and not commenced (whichever applies)
 - ii. Complete the file checklist and update accelerate to finalise the student file
 - iii. Send Statement of Attainment for Units of Competency attained within 21 days

10. Student completed assessment file is kept on record as per relevant funding bodies and regulator’s requirements and
 - i. ASQA six months from the date the student competence was determined
 - ii. Smart and Skilled to be kept on file for 3 years
 - iii. PQS to be kept on file for 6 years
 - iv. ACT to be kept on file for 7 years

11. Student records, e.g. enrolment documents and other VET records are kept on file for 30 years as per Australian Quality Framework requirements.

Note: While the above specify how ARC Training will manage and store student file to meet funding bodies requirements, ARC Training overarching management of student records will be based on the AQF requirements of ensuring that relevant student records will be kept on file for 30 years.

FAQ

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.

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)

The following information can be found using this link:

https://arctraining.edu.au/policies_terms_conditions/0

Information	Policy Name
When and how I can defer my training?	➤ ARC Training Deferral Policy and Procedure
How can I lodge a complaint? How can I appeal my assessment result? I am not satisfied with the quality of my training.	➤ ARC Training Complaints and Appeal Policy and Procedures
I don't want to continue and I want a refund. How can I do this?	➤ Fees, Fee Protection and Refund Policy and Procedures
I have completed a similar unit of competency from another RTO, and I want this recognised by ARC Training.	➤ ARC Training Credit Transfer Policy, Recognition of Prior Learning Policy and Procedures
How can I cancel my course?	➤ Cancellation Policy

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 Zoom, our web-conferencing software.

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

What will I need to use a 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 Zoom platform which uses live video and audio to connect trainers with Students. In order for all of this to work seamlessly, you will require a stable internet connection.



Do you have a valid email address?



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