ARCTRAINING

STUDENT HANDBOOK

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

CONTACT US

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Brisbane Office: 19/10 Eagle Street, Brisbane QLD 4000

Operational Hours: 8:30am to 5:30pm - Monday to Thursday, 8:30am to 5:00pm - Friday

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Acknowledgement of Country

'In the spirit of reconciliation ARC Training acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past, present and emerging and extend that respect to all Aboriginal and Torres Strait Islander peoples today.'

Important Note and Disclaimer

Please read and keep this document for your reference.

ARC Training relevant policies, procedures and forms are available on our website. The student must ensure they are aware and understand ARC Training's policies and procedures and Terms and Conditions by accessing, https://arctraining.edu.au/about-us/policies_terms_conditions/.

The information contained in the Student Handbook has been prepared as a resource to inform and assist persons considering ARC Training, or as a reference during their enrolment in any of the training and assessment programs.

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 or email us on training@arcgroup.com.au.

Welcome message from the CEO

Welcome to ARC Training

Thank you for choosing ARC Training and giving us an opportunity to support your vocational education and training.

At ARC Training, we are committed to providing a quality education and training experience where the student, the employers, the community, and the government have confidence in the quality and integrity of the national qualification or skill set you will complete with us.

At each point of that journey, you have qualified staff that will assist, motivate, and encourage you to achieve the qualification or skill set you desire.

At ARC Training, our vision is translated into meaningful action that will ensure you are getting practical education to equip you in your current or future job.

Lastly, we have a passionate team who love what they do and who make VET education fun from the day you start to the day you graduate!

Best Regards,

Cameron Ryan

Chief Executive Officer

ARCTRAINING

About Us

ARC Group was co-founded in July 2001 by its current CEO, Cameron Ryan, in Parramatta.

Since the 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 started in 2001 with the aim 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, and retail. Our courses range from certificate to Diplomas and our certifications are nationally accredited.

At ARC Training, we hire only the highest calibre trainers who are specialists and still working or engage 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 goal.

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 delivered by Registered Training Organisations, (RTO) RTO # 91007 listed on www.training.gov.au and can lead to nationally recognised qualifications or accredited courses.

ARC Training delivers vocational education and training that focuses on supporting students in acquiring required skills and knowledge for work that employers and industries 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 training providers such as ARC Training to ensure ASQA's vision 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 and other relevant regulations and legislations.
- Provide the training and support necessary to enable students to complete each unit of competency, e.g., extra training or tutorial sessions.
- Provide a complaints and appeals process and consumer protection process. To inform the Consumer Protection Officer in case the student needs assistance, and other relevant policy and procedures that may assist and inform the student.
- Provide a dedicated Trainer and Program Coordinator that will support you in your entire student journey.
- Monitor and maintain student's attendance, participation, progress, and student file.
- Issue Australian Qualifications Framework (AQF) certification documents on successful completion of the course or a statement of attainment for each unit of competency attained successfully.
- Protect personal information in accordance with the National Privacy Principles/policies.
- Provide a safe training environment free from harassment and discrimination.
- Keep records of enrolments and competency completion for a period of at least thirty (30) years.

Supporting Students with their Language, Literacy, Numeracy & Digital (LLND)

ARC Training will require prospective students as part of the enrolment process to complete.

a Language, Literacy and Numeracy (LLND) 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 level of LLND skills.

The LLND assessment results are used by our staff members to identify LLND skills or to determine educational and support services that students may require to successfully participate in training and assessment.

We encourage students to provide information during the pre-enrolment stage to 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.

There are additional questions on the enrolment form to ensure that the student can disclose any issues with LLND or any other special needs that would impact on their training and assessment.

When our delivery team identifies that a student has LLND issues or special needs, ARC Training will discuss with the student the kind of support ARC Training can provide and if required, will refer the student to a suitable provider where costs may be incurred on the student's behalf. All discussions concerning LLND and/or special needs assistance between ARC Training and the student are strictly confidential.

Student Support and Services

When and if the Training team identify 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. If students are experiencing any difficulties in their personal life or training, students are encouraged to please speak to the trainer and assessor or seek help through one of the counselling and support services listed below:

Headspace	**Beyond Blue**	**Reading and Writing Hotline**	**Lifeline**
Telephone: 1300 737 616	Telephone: 1300 224 636	Telephone: 1300 655 506	Telephone: 13 11 14
Site: www.headspace.org.au	Site: https://www.beyondblue.org.au/	Site: https://www.readingwritinghotline.edu.au/	Site: www.lifeline.org.au

Regulators and Funding Body Information

Australian Quality Skills Authority (ASQA)

Website: https://www.asqa.gov.au/

Smart and Skilled

Website: https://smartandskilled.nsw.gov.au/

Skills Assure

Website: https://desbt.qld.gov.au/training/docs-data/strategies/vet-strategy/skills-assure

Skilled Capital

Website: https://www.act.gov.au/skills/registered-training-organisations/skilled-capital

Department for Innovation and Skills

Website: https://innovationandskills.sa.gov.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 students are treated fairly and equitably. ARC Training will make relevant reasonable adjustments for students to complete their training and provide a learning environment free from discrimination and harassment as well as actively promoting and encouraging students' participation.

If the student needs extra assistance, they can contact the Program Coordinator or allocated Trainer and Assessor. 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.
- Respect the opinions and background of others.
- Read and understand the Code of Conduct and policies in this Student Handbook.
- Attend each class on time and participate in activities, e.g. self-directed learning.
- Ensure that each assessment task completed is their own work.
- Undertake and/or complete all assessment in the designated time frames.
- Participate in evaluation activities and offer constructive feedback in relation to the training and assessment matters.
- Meet their "Duty of Care" for personal health, safety, and welfare, as well as for others.
- Do not damage or misuse equipment, resources, and facilities.
- Provide the required equipment or tools if applicable.
- Do not take photos/videos of other people's activities in class and workplace. Further, student must not post videos or photos in any social media platform without the informed consent of the affected people.
- Wear appropriate clothing and footwear during class session, or work placement.
- Submit assessments in a timely manner through the course.
- 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. ARC Training expects all students to act in a respectful, 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 and handle with care 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.

Inappropriate conversations or behaviour that is offensive to other students, clients 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 and work placement/training venues.

Any group or individual behaviour by students that is abusive, indecent, violent, unruly, disorderly, dangerous, offensive, or which unreasonably disturbs others, is unacceptable by ARC Training and may be subject to disciplinary action, including but not limited to suspension or cancelation of their enrolment.

ARC Training recognizes that students may have problems which do not directly concern their course however, this problem may affect their ability to achieve competency. In this situation, students are encouraged to discuss with an ARC Training team member if they require additional support services during the information session or at enrolment with an ARC Training representative to develop or discuss a solution.

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 or vaping 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, usage of illegal drugs or consumption of 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 unauthorized substance will be immediately asked to leave the premises and the Police will be notified by ARC Training 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 by ARC Training to be 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 unless it is used as a translation device. Downloading pornographic or offensive materials is unacceptable behaviour, and may result in disciplinary action, e.g., Suspension or cancellation of enrolment.

Cheating and Plagiarism

Plagiarism is a form of cheating and is unacceptable behaviour. Students must acknowledge the source of information if it is not the students own work, or they have copied or obtained it from other sources.

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 written assessments must be their own work.

Students who are found by their Assessor guilty of plagiarism or cheating will need to resubmit their assessments or be deemed Not Yet Satisfactory or Not Competent. If students are found by ARC Training to be repeat offenders, they will have their enrolment cancelled.

Defamatory Remarks

It is against the ARC Training Student Code of Conduct to use any form of social media or to make public comments that may be damaging to our company and other people. Students are not allowed to take photos, make audio, and video recordings, and publish them on any social media specifically if this relates to the classes, other students, and work placement.

Students who do not comply with this condition may be withdrawn/cancelled from their training course.

ARC Training have a Complaints and Appeals Policy and Procedure that will help students find a solution to their training problem. All complaints are taken by ARC Training seriously and investigated in a timely manner. 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. It is strongly recommended that the student read our Complaints and Appeals Policy, this policy can be access at www.arcgroup.com.au.

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" 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 immediately.
- Contribute to keeping the training facility tidy and have no obstacles blocking doorways and passages.
- Adherence to each State's Child Safety Policy or Act

Child Safety Policy

ARC Training is committed to ensuring that all children engaged as a part of training activities are safe and free from harm. All staff involved in training or engaged in workplace training are required to supply relevant working with children's checks. Students are encouraged to contact ARC Training as soon as possible if they are witnessing any child safety related issues.

Personal Protective Equipment

Students will be advised by their Trainer/Assessor or Program Coordinator if they are required to wear Personal Protective Equipment (PPE) during training, assessment, or work placement.

If required, students 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 workplace training that students need to adhere to.

Any student failing to adhere the PPE requirements 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 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 by ARC Training staff member or other to ARC Training as soon as it is practical via email at support@arcgroup.com.au.

Training Delivery

ARC Training provides face-to-face training or in a virtual environment, Digi-class. This information has been provided to the students during the pre-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.

Most public courses are delivered over two days per week face-to-face, total weeks of training may vary depending on the qualification and student cohort.

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, by accessing the Learning Management System (LMS), Canvas. In Canvas, the student will also have access to their course schedule 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 can interact with each other, share experiences, participate in discussions, and ask questions just like you would in a classroom environment.

Students who are enrolled in the digital classroom mode of delivery are sent a course invitation prior to their course commencement. Program Coordinators will assist students to 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 send all requests to support@arcgroup.com.au.

Digital sessions may be recorded and made available to students. Our digital classroom is a virtual learning community, which means the student can send messages to their trainer and other students in the class. 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 and have a camera and speaker for video and audio.
- A reliable internet connection
- A reliable web browser such as Google Chrome, Safari, Firefox, etc.
- Additional software such as Microsoft office for documentation activity.

Assessment is completed by students on Canvas and can be completed in a variety of formats including quizzes, projects, case study, etc. Students will be required to upload documents and media/video for the trainer to observe the student completing an activity or role play.

Digital Classrooms Etiquette

- Ensure your camera and microphone are working and switched-on during class.
- Wear appropriate, non-offensive clothing during classes.
- Inform your Trainer if you are going to be away from your computer.
- Ensure your mobile phone is on silent mode, and don't use your phone during class.
- Ensure your full name is attached to your zoom account.
- To protect the confidentiality and privacy of the Digi-class participants, ensure that no other party in your location is attending the session, unless you have organised with your Trainer that relevant person such as work supervisor will attend and observe the Digi-class.

- For the privacy and confidentiality of your family members, it is highly recommended to ensure that your video background is blurred to respect the privacy and confidentiality of your family members.

Self-Directed

Students will commit to a minimum 10 hours per week of self -directed learning, which may include but not limited to reading the learner guide, watching video clips, writing reflective answers to practice questions and conducting research. It is noted that some students have existing skills and knowledge and may not require the full 10 hours per week of self-directed learning. In addition, we recommend students commit 5 hours per unit of competency for assessment preparation and completion.

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 to 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 1300 793 146.

Assessment

ARC Training provide students 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 or demonstrations in a simulated work environment, classroom or virtual settings (if applicable or possible) and workplace.

Assessment preparation may include, but not limited to, attempting online theory assessments or providing their response to the hard copy version, researching projects, writing drafts for their role plays and writing reports. Students must provide required responses, it must be clear and detailed for each question, case study, scenario, or project. Each completed assessment workbook needs to be submitted to the trainer and assessor.

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 during class sessions or contact the Program Coordinator via email or call 1300 793 146.

When completing your workbook, you will be asked the following:

- Explain: Provide how and / or why, relate cause and effect in your answer, a minimum of two sentences.
- List: Provide your answer in dot points format
- Outline: Provide characteristics and features in your answer

- Provide example or examples: Provide example(s) relevant to the question, if it's practical question, provide example(s) in the workplace. Ensure that you have provided the exact number of examples.

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.

Students must always keep a copy of their submitted assessments. 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 yet satisfactory' or 'NYS' means the student will need to provide more information on the tasks or provide further evidence or confirmation of their knowledge and skills. A result of 'Competent' or 'C' means 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.

If you are completing a qualification that requires work placement, please remember that your certificate or statement of attainment may not be issued if you have not completed all assessments including work placement assessments.

From time to time, as a result of validation of completed assessments, some responses that you have provided in the assessment task or question is inadequate thus, you might be asked to provide sufficient response. Please cooperate to ensure that you are awarded your qualification in a timely manner.

Digital classroom

As a student attempting an assessment in an online environment, you will be able to preview the assessment before attempting the assessment, e.g., quiz or short answers.

Once the class is finished, all assessments or assessment resubmission must be submitted to Canvas.

Please do not send copies of your assessment to your Trainer's personal home address.

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 during the duration of the class. If it takes longer than two weeks, students are to maintain regular contact with and provide updates with their trainer and assessor.

Students have up to three (3) Submissions attempts, comprising the first attempt plus two re-submissions. The three attempts must be organized 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 1300 793 146. If the response to the student's initial concerns were not addressed in a satisfactory manner, the student can follow the ARC Training Complaints and Appeals Policy and Procedure.

All discussions concerning Assessment Appeals are 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.
- Review study options and discuss with the Trainer and Program Coordinator.
- Repeat the Unit of Competency

Work Placement

ARC Training has identified several qualifications which require mandatory work placement as a component of the qualification. ARC Training will organise the student's work placement arrangement in the first instance.

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.

ARC Training has a Work Placement Team member who will be able to source and organise work placement. 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. Evidence of participation and completing shifts must be recorded in the Work Placement Workbook to show evidence that the student has completed the required number of hours within the workplace.

Students must complete the work placement requirements of the training package prior to ARC Training issuing the qualification or Statement of Attainment.

Work placement in CHC qualification is organised as a full-time block of four weeks in the first instance. Students requiring different schedule to the ones being offered must discuss their concern as soon as possible with their Program Coordinator or Work Placement Coordinator.

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:

- CHC33021 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.
- CHC43121 Certificate IV in Disability Support – required to complete 120 hours of work placement.

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

Other

MSM30116 Certificate III in Process Manufacturing requires work placement participation., Whilst it is not a training package requirement, ARC Training deem it necessary to incorporate the work placement in order to meet some of the operational workplace situations. This is part of the entry requirement for the course and is communicated to the student during the pre-enrolment stage.

During work placement, students are expected to:

- Attend the workplace induction and get to know your work buddy and your workplace supervisor.
- Provide the full name of the work supervisor that will be the contact person in the facility to ARC Training.
- Complete the assigned task for each day of the scheduled work placement. When completing your 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.
- Complete the work placement requirements including vaccinations (if required).
- Be punctual and always arrive at least 10 minutes before your scheduled shift.
- 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).
- Only perform work tasks that you were trained, allowed/permitted and capable of.
- Ask questions and seek clarification from supervisors.
- Report any hazard or unsafe practices seen under the host organisations WHS guidelines.
- **During your shift, treat confidential materials or conversation with clients or staff as private**; maintain staff and client privacy and confidentiality.
- Maintain communication with the ARC Training Work Placement Coordinator and Workplace Supervisor.
- Work in accordance with Workplace Health and Safety, Equal Opportunity, and other relevant legislative and regulatory guidelines.
- Always bring your work placement workbook during shifts, so that you can complete and get it sign off by your supervisors.
- Be visited by Trainer/Assessors to conduct observations and assessments whilst you are carrying out tasks that require application of skills and knowledge.
- Prior to the last visit of your Trainer, you must complete your workbook and get it signed by relevant supervisors, your Trainer will collect the workbook from you.
- **There might be an instance where you are unable to get your workbook completed within three or four weeks of work placement. You can send completed work placement workbook to ARC Training and not your trainer/assessor. Please make sure you keep a copy of the work placement book and send it by registered post at your own cost. Please keep the ticket or stub of the registered post for tracking purposes.**

Please contact your designated program coordinator or trainer/assessor if needing assistance with work placement matter on 1300 793 146.

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.

Whilst on work experience students are expected to:

- Attend the workplace induction and get to know who you will be working with and your workplace supervisor.
- Complete each day of the scheduled work experience.
- Be punctual and always arrive at least 10 minutes before your scheduled shift.
- Be professionally presented and ensure appearance and behaviour are in keeping with the standards of the workplace.
- Notify the appropriate people when you are not able to attend (please see section under illness/absence).
- Perform work tasks and duties to the best of your ability.
- Ask questions and seek clarification from supervisors.
- Report any hazard or unsafe practices seen under the host organisations WHS guidelines.
- Always bring your work experience logbook to work experience shifts. Keep and maintain the work experience logbook.
- Treat confidential material as private; maintain staff, client and peer privacy and confidentiality.
- Work in accordance with Workplace Health and Safety, Equal Opportunity, and other relevant legislative and regulatory guidelines.

Existing Worker/ Student in CHC Qualifications

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

- If the student cannot be visited by ARC Training Trainer/Assessor to conduct workplace observation and assessment due to confidentiality and privacy issues, the workplace that has employed the student, agrees to nominate a supervisor that will observe the student conducting the task and complete a third-party report (TPR) and the student agrees to participate the competency-based discussion (CBD) with ARC Training Assessor.
- Employer to provide access to a number of clients as per the training package requirements.
- All the required documentation such as letter from employer, pay slip, job descriptions must be provided to ARC Training.
- Required workplace hours can be supported by the student's actual hours worked in their employment, provided their role in the organisation is in line with the qualification requirements. For example, students who are enrolled in CHC33021 Certificate III in Individual Support must be working as a Support Care Worker and providing direct care to clients. If they are not currently working as support care worker, the employers and the student will be provided instructions when to attend the required practical demonstration activities, etc.

Course Progression

Students are responsible for their learning, course progress and assessments. We encourage students to attend and actively participate in each class, ask questions, and discuss the aspects of the course with their trainer and assessor. Students must read the learning material and utilize the study guides during the structured self-directed element of a course. This will provide many benefits and provide opportunities for students to obtain, reflect, absorb and practice knowledge skills learnt in class.

Course progression will be monitored by the Program Coordinators and intervention may take place if there is insufficient progression. If students are struggling to complete and submit assessments on time, we urge you to contact ARC Training.

All students must endeavor to complete their course within the agreed time frame.

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 workplace 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 communicate or 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.

If applicable, once ARC Training application to add the new qualification has been approved, you will be notified, and your consent is sought to be transferred to the new qualification.

Training and Employment Survey and ASQA 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.

The information is given to the relevant regulators and the National Centre for Vocational Education Research (NCVER) for statistical purposes.

Students will also be required to complete the leaner's survey from ASQA, our national regulator. RTOs are required to provide an annual summary report of their performance against learner engagement. The survey aims to better understand learner **"perception of the quality of their training and assessment and the support they receive from the RTO"**[1]

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 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 Digital Certificates/Statement of Attainment will be issued on or before the 30 calendar days after the student has been assessed as meeting the requirements of the training package, completion of other administrative checks and has paid all monetary dues such as tuition fees. Please note that hard copy certificates and statement of attainment are still an option, but you may have to pay some fees.

Please note student's USI is required for the certificates or statement of attainment to be issued.

If a student misplaces hard copy 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 on the website). ARC Training will attempt to re-issue certificate within 10 business days.

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.
- Cancellation or suspension of enrolment

Non-Academic:

- Marketing of qualifications
- Issuance of Certification or Statement of Attainment
- Training Facilities
- Work Placement
- Issues and concerns arising from Complainant enrolment.

There are four stages in the complaints and appeals process to acknowledge and support the resolution of Academic and Non-Academic complaints and appeals. Each stage provides an increase in the level of formality with which the complaint/appeal are managed.

The four stages of the complaints and appeals process are:

- Stage 1 – Informal discussion and negotiation between the Complainant and staff member involved and if required the supervisor involved.
- Stage 2 – Formal written complaint lodge to the Compliance or Administration and Data Manager
- Stage 3 – Internal appeal to the Quality Assurance Manager or Administration and Data Manager
- Stage 4 – External Appeal which may be dealt with by an independent party or an external agency.

Complaints – Academic

Procedure - Formal process:

1. Complainant to access and complete the Complaints and Appeals Form to formally seek a resolution. This can be accessed from the ARC Training website or requested from the relevant Program Coordinators. On the Complaints and Appeals form the Complainant is to:
   a. Record the exact nature and details of the complaint; and
   b. Sign and date the Complaints and Appeals form; and
   c. Submit the form to the Quality Assurance Manager through the following avenues:
      i. Emailed to: Quality Assurance Manager at support@arcgroup.com.au
      ii. Mailed to: Quality Assurance Manager, ARC Training, PO Box W276, Parramatta, NSW 2150.
2. When complaints are received, they will be sent to the Quality Assurance Manager and details will be recorded into the Complaints Register. The Quality Assurance Manager will acknowledge the complaints documentation lodged by the Complainant within seven (7) days of receiving the documentation.

3. The Quality Assurance Manager will assess the details of the Complaints and Appeals form and conduct preliminary investigation within fourteen (14) calendar days from the date the compliant was received. Please note that the fourteen days is inclusive of the seven (7) days to acknowledge the compliant. The Quality Assurance Manager will share the outcome of the preliminary investigation with the Data and Administration Manager if applicable. The Quality Assurance Manager or Data and Administration Manager will prepare information for the Complaint Committee to:
   a. Discuss the validity and merit of the complaint, possible solutions or if further information or action is required; and
   b. Provide Complainant access to their records or assessments during the time if requested.
4. When the investigation is complete the Complainant will be contacted by the Quality Assurance Manager or Administration and Data Manager to organise and schedule a meeting either in person, by cloud- based video conferencing or over the phone to discuss the complaint and the outcome of the investigation into their complaint. In addition:
   a. A Complainant may be assisted by a support person at any meeting throughout the complaints process; and
   b. All findings of the investigation will be made available to the Complainant; and
   c. All possible avenues will be considered to address and resolve the complaint.
5. If the Complainant is satisfied with the resolution offered the complaint will be deemed resolved, no further action required, and the outcome documented in the complaints register and Complainant's (student) file. After the meeting, the Administration and Data Manager will send the Complainant a letter within seven (7) calendar days. This letter will outline the outcomes of the complaint, the reasons for the decision and further avenues of the complaint.
6. Necessary action plan or correction action identified will be implemented to support the resolution offered.
7. The Complainant will have fourteen (14) calendar days from issuance of the letter to respond to the Quality Assurance Manager if they require further information and/or want to appeal the outcome of the complaint.

Complaints – Non-Academic

Procedure - Informal process:

1. Complainant to establish the basis for complaint; and
2. Discuss their non-academic complaint directly with their Arc Training staff member and/or Supervisor in the first instance to resolve the Non-Academic complaint wherever possible.
3. If the complaint is satisfied with the outcome at this stage, no further action is required. If the Complainant is dissatisfied with the outcome or the time taken to resolve the matter, the Complainant can proceed to make a formal complaint.

Procedure - Formal process:

1. Complainant to access and complete the Complaints and Appeals Form to formally seek resolution. This can be accessed from the website. On the Complaints and Appeals form; the Complainant is to:
   a. Record the details of the Non-Academic complaint and
   b. Sign and date the Complaints and Appeals form and
   c. Submit the form to the Quality Assurance Manager through the following:
      i. Emailed to: Quality Assurance Manager support@arcgroup.com.au
      ii. Mailed to: Quality Assurance Manager, ARC Training, PO Box W276, Parramatta NSW 2150.
2. When a Non-Academic complaint is received it will be sent to the Administration and Data Manager and details recorded into the Complaints Register by the Quality Assurance Manager. The Administration and Data

Manager will acknowledge the complaints lodged by the Complainant within seven (7) days of receiving the documentation.

3. Quality Assurance Manager will assess the details of the Complaints and Appeals form and investigate within fourteen (14) calendar days from the date the complaint was received Pease note that the fourteen days in inclusive of the seven (7) days to acknowledge the complaint. The Compliance Manager or Administration and Data Manager will prepare information for the Complaint Committee to:

    a. Discuss the validity and merit of the of the Non-Academic complaint and if further information or action is required; and

    b. Discuss with the relevant ARC Training department manager, team members, stakeholders and witnesses linked with the Non-Academic complaint.

4. Once the complaint is investigated, the Complainant will be contacted by the Administration and Data Manager and a meeting arranged either in person, by cloud-based video conferencing or over the phone to discuss the outcome of the investigation. In addition:

    a. A Complainant may be assisted by a support person at any meeting throughout the complaints process; and

    b. All findings of the investigation will be made available to the Complainant; and

    c. All possible avenues will be considered to address and resolve the complaint as soon as possible.

5. After the meeting, the Administration and Data Manager   will send the Complainant a letter within seven (7) calendar days. This letter will outline the outcomes of the complaint, the reasons for the decision and further avenues of the complaint.

6. If the Complainant is satisfied with the outcome and resolution offered, the complaint will be deemed resolved, no further action required and documented in the complaints register and Complainant's Complainant file.

7. The Complainant will have fourteen (14) calendar days from issuance of the letter to respond to the Quality Assurance Manager if they require further information and/or want to appeal the outcome of the complaint.

Academic and Non-Academic Complaints – beyond 60 days

1. When the Complaint Committee has determined that it will take more than sixty (60) calendar days to decide for any academic or non-academic complaint, the Administration and Data Manager must advise the Complainant in writing of the delay and include the reasons why more than sixty (60) calendar days are required.

2. Complainant to be provided with regular updates or progress via email from the Quality Assurance Manager or the Administration and Data Manager.

3. If the Complainant is satisfied with the resolution offered, the complaint will be deemed.

4. Resolved and documented in the complaints register and Complainant's Complainant file.

Internal Appeal

1. All enrolled Complainants and stakeholders have the right to appeal decisions made by ARC Training where reasonable grounds can be established. The areas in which a Complainant or Stakeholder may appeal a decision made by ARC Training may include:

    • Assessment decisions and outcomes made by Trainers and Assessors.

    • Deferral, suspension, or cancellation decisions made in relation to the Complainant's enrolment or conduct or action/inaction.

2. To activate the appeals process, the Appellant is to access and complete the Complaints and Appeals Form. This can be accessed from the ARC Training website. On the Complaints and Appeals form the Complainant is to:

a. Lodge an appeal within seven (7) days of receiving a decision you wish to contest or do not agree with and

b. Provide a summary of the grounds the appeal was based upon, and.

c. The reasons the Complainant feels the decision is unfair which is to be clearly explained, and.

d. Sign and date the Complaints and Appeals form; and

e. Submit the form to the Quality Assurance Manager through the following:
   - Emailed to Administration and Data Manager support@arcgroup.com.au
   - Mailed to Administration and Data Manager ARC Training, PO Box W276, Parramatta NSW 2150.

3. The Quality Assurance Manager will assess the details of the Complaints and Appeals form and conduct a review of the appeal within fourteen (14) calendar days from the date the appeal form was received. The Quality Assurance Manager or Administration and Data Manager will prepare information for the Complaint Committee to:

   a. Investigate the validity of the appeal and if further information or action is required; and

   b. Discuss with the relevant ARC Training department manager and team members linked with the original complaint and appeal and

   c. Review the original decision made for the complaint and the original outcome reached; and

   d. decide based on the grounds of the appeal.

4. Once the appeal is investigated, the Appellant will be contacted by the Administration and Data Manager and offered to attend a meeting (in person, cloud-based video conference or phone) to discuss the appeal. The Appellant will also receive a written notification of the appeal outcome. The Appellant may be assisted by a support person at the meeting.

5. The Complaints Register will be updated by the Quality Assurance Manager to capture investigation outcomes and the outcome of the appeal.

6. If the Appellant is satisfied with the resolution offered, the appeal will be deemed resolved and documented in the complaints register and Appellant's records.

7. The Appellant has fourteen (14) calendar days from the date of the meeting or written notification of appeal outcome to contact the Quality Assurance Manager to notify if they are not satisfied with the outcome of the appeal and wish to proceed to an external appeal.

Appeal – beyond 60 days

1. When the Compliant Committee has determined that it will take more than sixty (60) calendar days to make a decision on an appeal, the Quality Assurance Manager or the Administration and Data Manager must advise the Appellant in writing of the delay and include the reasons why more than sixty (60) calendar days are required.

2. Appellant to be provided with regular updates or progress of the appeal from the Quality Assurance Manager or Administration and Data Manager.

3. If the Appellant is satisfied with the resolution offered, the complaint will be deemed resolved and documented in the complaints register and Appellant's file.

External Appeal

1. If the Appellant remains dissatisfied with the response, decisions or outcomes provided, or has exceeded the time allowed to resolve their appeal through ARC Training's internal appeals process, the Appellant is to be offered the option to proceed to the external appeal process. There may be cost associated when opting to access external appeal process. Any cost must be agreed to between the Complainant/Appellant and ARC Training.

2. Appellant has fourteen (14) calendar days from receiving the written acknowledgment of the appeal outcome to contact the Quality Assurance Manager to notify if they wish to proceed to an external appeal process and to appoint an appropriate independent party to review the matter.

3. Appellant may make a complaint through the following avenues:
   - Contacting National Training Complaints Hotline for complaints about quality training:
     - Contact: 13 38 73
     - Email: NTCH@dewr.gov.au
   - NSW Ombudsman - Contact the New South Wales Ombudsman through the following:
     - Visit: www.ombo.nsw.gov.au
     - Office number: 1800 451 524
   - Fair Trading NSW - Contact the Fair Trading New South Wales Office through the following:
     - Visit: https://www.fairtrading.nsw.gov.au/
     - Office number: 13 32 20
   - Complaints relating to Smart and Skilled obligations - contact the Training Service NSW through the following:
     - Visit: https://www.training.nsw.gov.au/about_us/contacts.html
     - Office number: 13 28 11
   - Queensland Ombudsman - Contact the Queensland Ombudsman through the following:
     - Visit: www.ombudsman.qld.gov.au
     - Office number: 07 3005 7000
   - Office of Fair Trading - Contact the Queensland Office of Fair Trading through the following:
     - Visit: www.qld.gov.au/law/fair-trading
     - Office number: 13 74 68
   - Complaints relating to the Queensland VET Investment plan – contact Department of Employment, Small Business and Training through the following:
     - Visit: https://training.qld.gov.au/about/complaints
     - Office number: 1300 369 935
   - Contact the Australian Human Rights Commission for complaints regarding discrimination on the grounds of sex, disability, race, or age:
     - Visit: www.humanrights.gov.au/complaints/make-complaint
     - Office number: 1300 656 419
   - Australian Competition and Consumer Commission:
     - Visit: https://www.accc.gov.au/contact-us
     - Office number: 1300 302 502

4. If, after ARC Training's internal complaints and appeals processes have been exhausted, and the Complainant/Appellant still believes that ARC Training is breaching or has breached its legal requirements, the Complainant/Appellant may contact ASQA to lodge a complaint. Please note that:
   - ASQA does not have consumer protection powers and therefore does not act as an advocate for individual Complainants, nor is it responsible for resolving disputes between Complainants and training providers.
   - You must attach evidence to your complaint form showing that you have followed your RTO's formal complaints procedure and the RTO's response.
   - Contact the Australian Skills Quality Authority can be made through:
     - Visit: https://www.asqa.gov.au/complaints
     - Office number: 1300 701 801

5. ARC Training will Endeavor to be bound unless deemed unfair may appeal part of the recommendations arising from the external review of the complaint and/or appeal. However, ARC Training will ensure that any recommendations made that are deemed to be fair to ARC Training will be implemented within twenty (20) calendar days of receiving the recommendations, unless a shorter timeframe is required; and:
    a. Upon receipt of the findings from the external appeal, ARC Training will review the findings.
    b. The Complainant or Appellant will be formally notified in writing of the outcome of the external appeal.
    c. As a result of the external appeal, ARC Training may or may not appeal the findings of the external appeal.
    d. ARC Training will adhere to the recommendation and implement required access deemed necessary within twenty (20) calendar days of the appeal outcome.
    e. ARC Training will notify the Complainant/Appellant regarding ARC Training response to the external appeal in writing no more than 60 calendar days from the date of receipt of external appeal findings.
6. All steps taken, and correspondence will be recorded on the Complaints Register.

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 Quality Assurance Manager. Download a Complaint/Appeal form: https://arctraining.edu.au/policies_terms_conditions/.

Note: Please contact relevant State Fair Trading or Ombudsman office.

- National Training Complaints Hotline:
  - Email: NTCH@education.gov.au
- NSW Ombudsman:
  - Visit: www.ombo.nsw.gov.au
- Complaints relating to Smart and Skilled obligations:
  - Visit: https://www.training.nsw.gov.au/about_us/contacts.html
- Queensland Ombudsman:
  - Visit: www.ombudsman.qld.gov.au
- QLD Office of Fair Trading:
  - Visit: www.qld.gov.au/law/fair-trading
- Complaints relating to the Queensland VET Investment plan:
  - Visit: https://training.qld.gov.au/about/complaints
- Contact the Australian Human Rights Commission for complaints:
  - Visit: www.humanrights.gov.au/complaints/make-complaint
- South Australia Ombudsman:
  - Visit: https://www.ombudsman.sa.gov.au/make-a-complaint
- ACT Ombudsman
  - Visit: https://www.ombudsman.act.gov.au/making-a-complaint

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 charges: this is the financial institution charge and is non-refundable once the transaction has been processed. (This is not applicable to Smart and Skilled (SAS) User's Choice Program.).
4. Debit Success fees: this is a $12.00 fee collected by debit success as an establishment fee and is non-refundable. (This is not applicable to SAS User's Choice Program.).

5. Re-issuance of hardcopy 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. 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 applies 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.
9. Personal costs such as: face masks, stationary, postage, travel, and meals.

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

*Applicable to fee for service students only.

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/

Completion Payment as per Funding Body Requirement:

Some Government funded or subsidised qualification attracts a completion payment. Students enrolled in some qualification may be eligible to receive a completion payment when successfully completing their training. For example:

- Under the ACT Government, students who have successfully completed their training may be eligible for the completion payment under the following conditions:
  o Your Registered Training Organisation must report your qualification completion to Skills Canberra, including all your completed units of competency.
  o You must not have completed 50% or more of your qualification through recognition of prior learning or credit transfer.
  o You must complete and return a student completion survey.
  o You must add or confirm your bank account details through the AVETARS student portal.
- Under South Australia 'Department for Innovation and Skills', The Minister may pay, in addition to the training subsidy, a completion payment. The amount of the completion payment will vary according to the type of course. To qualify for the completion payment, the training provider must, for each Participant who completes a course, change the training account status to Qualifications issued for qualification and micro-credentials obtained by Participant. For further information, discuss with ARC Training staff.

Deferral Policy

At ARC Training, we understand that student's may encounter unexpected and unavoidable situations that will make it challenging for them to commit to attend sessions and progress in their course. In these situations, students may apply for a deferral from their course which, for a set period of time, will lift their attendance and progression requirements.

Reasons for a deferral may include:

- Bereavement of close family members
- Traumatic experience i.e. involvement in or witness of a serious crime or accident
- Being a victim of domestic violence

- Serious illness or injury – a medical certificate may be requested
- Caring for sick family members
- Other reasons maybe considered, including pregnancy, temporary increase of workload, or adjusting to new roles.

Please be advised that eligibility for a deferral will also be assessed based on the criteria set by the applicable funding body as well as type of training contract has, e.g. traineeship.

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. 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.

If the student has completed their qualification or units of competency with ARC Training, any credit transfer eligibility will be applied if relevant, e.g., vocational outcomes. Student will not be required to complete a credit transfer form.

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 or send copies of the certificate or statement of attainment via email for students enrolled in Digi-class environment.
2. Students are required to complete the enrolment form which identifies if they want to apply for a credit transfer. Once 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 in the Student Management System. The student is advised either:

a. Credit Transfer has been granted and total tuition fees to be paid; or
b. 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, a student's enrolment maybe cancelled due to the following reason:

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

A breach of student conduct during class, or work placement/experience, and examples are listed below. Please note that the list is not exhaustive in any way:

- Continued disruptive behaviour in class
- Assault
- Theft
- Carrying or possession of unlawful weapons
- Vandalism of ARC Training property or another student's property
- Indecent and offensive behavior in class or towards ARC Training Staff
- Intimidation, harassment and/or bullying.
- Continued behavior of submitting plagiarised response to assessments
- Defamation of ARC Training in public or online platform

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

- 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.
- 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.

The student has seven (7) days from the date of receiving written notification to appeal the decision to cancel their enrolment to the Quality Assurance Manager. If the student appeals, they will need to follow the complaints and appeal process.

- If a formal appeal has been lodged by the student, 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.
- If no appeal has been lodged after seven (7) days, the Senior Program Coordinator or Program Coordinator will notify the Senior Training and /or Training Administrator to cancel the student's enrolment.

- Administration Team will cancel the student enrolment in student management system.

Another reason for cancelling a student's enrolment is when the student ceases contact, e.g., poor or non-attendance despite intervention or discussion with an ARC Training Representative. The following will occur:

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 (Student Management System).
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 after 7 days, it will be the determining factor to recommend cancellation of student enrolment.
4. The Program Coordinator to check Student Management System 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. For Traineeships, the 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:
   - A decision has been made to cancel their enrolment with ARC Training.
   - The date that training will end.
   - Advise the reasons for the cancellation and the impact on their chosen course; notification of the date which training will end
     - For the units of competency completed a statement of attainment to be issued.
     - 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).
     - 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 seven (7) 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 the Quality Assurance Team, 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 record an outcome "40" in Student Management System submit training activity data to finalise the records.
   - Review and update the training plan/individual learning plan with units completed, or commenced but not completed and not commenced (whichever applies)
   - Complete the file checklist and update accelerate to finalise the student file
   - Send Statement of Attainment for Units of Competency attained within 30 days.
10. Student completed assessment file is kept on record as per relevant funding bodies and regulator's requirements.

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.

Cancellation of Class

ARC Training will do its best to ensure classes commence and complete as per the agreed schedule. Classes can however be cancelled temporarily for various reasons, such as:

- Pandemic and other weather or environmental disaster-related event
- Venue or location issues
- Technology issue
- Trainer absence

Permanent class cancellation may occur due to low class attendance, or funding reasons. When this happens, you will be notified by ARC Training in a timely manner and if applicable, offered options, such as:

- Change location - if enrolled in a face-to-face mode of delivery
- Change timetable - if enrolled in an online mode of delivery
- Change mode of delivery if the same qualification you are enrolled in is available in a different mode of delivery and you meet the requirements.

If any of the above occurs, you will be notified by ARC Training immediately to discuss to work out the best solution.

Inherent Requirements

Are mandatory requirements or expectations that a student must meet because 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 or NDIS Worker's Screening Check
  - Age threshold - 18 years old and over.
  - ARC Training will assist the student in applying for the Working with Children's Check or NDIS.
  - Worker's Screening Check as a volunteer.
- To provide evidence of vaccination (if required in the workplace), e.g. flu shot, COVID vaccinations.
- 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:

- CHC33021 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.
- CHC43121 Certificate IV in Disability Support – required to complete 120 hours of work placement.
- CHC43415 Certificate IV in Leisure and Health – required to complete 120 hours of work placement.

Students will be required to complete the workplace 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 is conducted for both public and existing workers is to be approved by the Data and Administration Manager.

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

Online Courses

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 can work through course content and assessments in their own time.

How do Digital Classrooms work?

Digital Classrooms work by bringing students and trainers together. 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.

Canvas req's https://community.canvaslms.com/t5/Canvas-Basics-Guide/What-are-the-browser-and-computer-requirements-for-Instructure/ta-p/66

For best performance, Instructure products should be used on the current or previous major releases of Chrome, Firefox, Edge, or Safari. Instructure products are built using web standards, Instructure products run on Windows, Mac, Linux, iOS, Android, or any other device with a modern web browser.

Instructure products require an operating system that can run the latest compatible web browsers. Your computer operating system should be kept up to date with the latest recommended security updates and upgrades.

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 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 minimum Windows 7 or MAC OSX.

Do you have a stable internet connection?

There are 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. 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.

CHC Work Placement – Fact Sheet

WHY?

Part of completing your qualification involves undertaking a required 120 hours minimum of work placement in a health or community care facility. This is a fantastic opportunity for you to gain hands on practical experience and show the facilities how good your knowledge, skills and attitude are!

WHEN AND FOR HOW LONG?

Placements will occur at the end of the course for a four-week full time block. The placement depends on completion of your classroom studies, theory and practical simulations. Placements offered to you will take place on weekdays between the hours of 6am-4pm. Lunch breaks do not count towards your 120 hours and as per fair work regulations you will be required to take breaks that aligns to hours worked.

HOW DOES IT WORK?

ARC Training will offer you one placement for a full-time block between 6am-7am weekdays, within one hour of your provided address.

If you decline the placement or do not attend, you may have to source your own placement unless there are extenuating circumstances. We have strong relationships with organizations and work with them to provide you a safe and valuable learning experience when on placement. ARC Training is here to support your learning and if any issues arise, work placement can take place later, provided this is within the enrolment period.

WHERE?

Due to the highly competitive nature of securing aged care placements, you may be required to travel up to one hour or more depending on your location and availability to reach the health care facility to complete work placement. Students need to prepare themselves, be willing to travel and plan to complete each day of placement.

DRESS REQUIREMENTS

You will need to wear appropriate clothing for your work placement, and may need to purchase:

- Black or Navy pants (long trousers only)
- Closed black leather shoes.

ARC WILL PROVIDE YOU WITH:

- 2 ARC Student Polo shirts
- Clinical Booklet for record of placement activities
- Photo ID Name Tag

PREREQUISITES/REQUIREMENTS

- Obtain and pass a National Police Certificate (speak to an ARC staff member about this)
- Current Influenza vaccination proof
- COVID Vaccination proof (including Booster)
- Some facilities require a Working with Children's Check (WWCC) or state equivalent (Blue Card – QLD)
- Some services require a NDIS Worker Check
- Course fees paid and satisfactory course progress with all theory being completed.

DO I GET PAID?

No – work placement is unpaid work, so it is important to be prepared for this aspect of your studies and make alternate arrangements for the four weeks of placement if this will be an issue.

I am currently working as a support worker in an aged care facility, do I still need to complete the required work placement hours and logbook?

You may be able to count your current paid employment towards your work placement requirements, provided you have been working at the facility for the last three months for a minimum of 20 hours per week. You will need to provide documentation such as pay slips and a letter from your employer stating your job description, your commencement date and that you are currently working at the facility. This documentation will be use by our Trainer/Assessor to determine how you are meeting competency requirements of the relevant units of competency and how we move forward with your placement requirements. Those working in Home and Community will need to attend a facility to complete their hours and to be assessed by our Trainer/Assessors.

What is a Police Check and what do I do if I have an outcome on my Police Check?

Here is a link to frequently asked questions around Police Checks - https://www.afp.gov.au/what-we-do/national-police-checks/frequently-asked-questions.

If you think you may return a disclosable outcome on your check and you haven't already had a discussion with someone from ARC Training regarding this, please have a chat with our Enrolment Officer. Please note the portal that we use for the police checks is private and confidential.

What is the National Disability Insurance Scheme (NDIS) Worker's Screening Check?

The NDIS Worker Screening Check is an assessment of whether a person who works or seeks to work with people with disability poses a risk to them. The assessment determines whether a person is cleared or excluded from working in certain roles with people with disability.[i]

Can my supervisor assess my competency in the workplace?

It depends on the following items:

- ARC Training must make a written arrangement with your workplace that your work supervisor can assess your competency in the workplace.
- ARC Training must make sure that your Work Supervisor has completed TAE40116 Certificate IV in Training and Assessment or equivalent and meet other legislative requirements in relation to being a Trainer/Assessor.

I work in a care facility but in an administrative capacity, am I exempt from completing the 120 work placement hour requirements?

No, you will have to complete a minimum of 120 work placement hours in the provision of care or as per the requirements for this qualification. Your employer must organise direct care work with a client for you.

![ARC TRAINING logo]

MSM – Manufacturing Work Placement

When do I attend my work placement?

We aim to allocate your work placement within two weeks from the time you have completed the last unit of the qualification. You will be notified by your Program Coordinator when you have completed the last unit of your qualification.

How long do I attend my work placement?

Minimum of one (1) week, or five days

Why do I need to participate in work placement?

In lieu of being assessed in the workplace, you will be observed by the Workplace nominated person demonstrating the skills and knowledge required by the unit of competency.

There are three (3) units that requires to be observed that include access to all tools, equipment's, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications, and.

MSS402051 Apply quality standards.

- Demonstrate you have the required skills and knowledge at least one or more products/processes to
    o Check and measure relevant quality parameters, or
    o Interpret results of quality checks in terms of specifications, patterns and work standards, or
    o Take required action where standards of materials, component parts, final product or work processes are found to be unacceptable, or
    o Maintain accurate records.

MSMOPS102 Perform tasks to support production.

- Demonstration of task in operational workplace situation that allows you to
    o Follow procedures to work safely.
    o Clarify and confirm tasks and procedures.
    o Recognise labels and signs.
    o Identify routine problems and take corrective action, if appropriate
    o At least complete one form and documentation each.

MSMSUP101 Clean workplace or equipment

- Demonstration of task that include the identification, scheduled and perform housekeeping, cleaning and waste disposal in accordance with required standards and procedures in a suitable facilities, equipment and resources, including:
    o Cleaning tools and equipment, including personal protective equipment (PPE)
    o Cleaning and workplace hazard reporting procedures and forms

Who will inform me that I have been allocated a workplace location?

ARC Training Work Placement Coordinator will call you and let you know the following information:

- Location of the workplace

- Contact person.
- Date and time to report to the workplace.
- What to bring in the workplace

What do I need to prepare for my work placement?

You will be provided your work placement workbook. Your Trainer will explain the work placement workbook that you need to complete whilst you are in the workplace. Please read and understand the instructions and what you are required to do whilst you are in your work placement.

Am I getting paid for my work placement?

No, this is a non-paid work placement.

What happens if I get injured in the workplace?

You will attend the workplace induction or orientation and must follow the work, health and safety procedures at all times. You are not to do task that you were not trained or shown how to do correctly and safely.

Ensure that you asked question before doing anything in the workplace. Rest assured that you are covered by ARC Training Work Placement Insurance.

What happens if I am sick or not able to attend work placement due to carer's responsibility?

Please notify ARC Training Work Placement Coordinator or your Program Coordinator immediately if you cannot attend your work placement during your rostered shift. ARC Training will request an extension in the workplace. The workplace reserves the right to refuse extensions or can request you do not continue your work placement in their location. If the workplace refuses your extension, we will Endeavor to find you another workplace location. Work placement is very competitive, and it is important you commit to your work placement agreed days and times.

ARC Training will only offer one work placement opportunity. You will be instructed to find your own work placement if you were asked by the workplace to be withdrawn due to breach of workplace code of conduct, breach of policy and procedures or absence without notification.

What happens if I opt not to attend my work placement?

If you opt not to attend your work placement, you will not be able to complete your qualification. You will be issued Statement of Attainment for all the units you have successfully completed.

What happens after I complete my work placement?

You will be contacted by ARC Training Work Placement Coordinator and asked to send your Work Placement Work Journal, and the Third-Party Report (TPR). Ensure you keep a copy of the journal. Once all documentation is completed, your Trainer/Assessor will be notified and organise a competency-based discussion to confirm the completed TPR by the nominated workplace supervisor or officer.

After I attended my work placement, submit my work placement completed journal and work supervisor TPR, participated in the competency- based discussion, will ARC Training send my qualification certificate?

Yes, ARC Training will send your certificate if you have completed all your work placement activities, documentation and successfully passed your competency- based discussion.

Simple tips when citing or referencing information.

When we choose to use the information from on the internet, quote from book, newspapers, or journals; it is important we acknowledge the work of authors, writers, researcher, etc.

Source of information

To use a direct quote, statement, or information you read in a book, website, newspaper follow format below.

Handy tips

Note: If you cannot find some of this information, cite what is available.

Books

Format

Author's last name, first name. Book title. City of publication: Publishing company, publication date.

Examples:

Allen, Thomas B. Vanishing Wildlife of North America. Washington, D.C.: National Geographic Society, 1974. Toomer, Jean. Cane. Ed. Darwin T. Turner. New York: Norton, 1988.

Magazine or newspaper articles

Format:

Author's last name, first name. "Article title." Periodical title Volume # Date: inclusive pages.

Examples:

Hall, Trish. "IQ Scores Are Up, and Psychologists Wonder Why." New York Times 24 Feb. 1998, late ed.: F1+. Kalette, Denise. "California Town Counts Down to Big Quake." USA Today 9 21 July 1986: sec. A: 1.

Website or Webpage including videos and images.

Format:

Author's last name, first name (if available). "Title of work within a project or database." Title of site, project, or database. Editor (if available). Electronic publication information (Date of publication or of the latest update, and name of any sponsoring institution or organization). Date of access and <full URL>.

Examples:

Devitt, Terry. "Lightning injures four at music festival." The Why? Files. 2 Aug. 2001. 23 Jan. 2002

<http://whyfiles.org /137lightning/index.html>.

Lancashire, Ian. Homepage. 28 Mar. 2002. 15 May 2002 <http://www.chass.utoronto.ca:8080 /~ian/>.

Nov 11, 2020, www.arctraining.com.au

November 11, 2020, https://arctraining.edu.au/courses/community-services-courses/

For projects, report, or essay

For projects, report, or essay, it is a must that you provide a bibliography. For further information, please use the Harvard referencing style.

To avoid being accused of plagiarism, do not copy the whole text without

- proper referencing
- no supporting explanation or argument provided.

Reference:

https://www.skillsyouneed.com/learn/academic-referencing.html, accessed on November 11, 2020

https://libguides.mq.edu.au/referencing/Harvard, accessed on November 11, 2020

https://arctraining.edu.au/courses/community-services-courses/, accessed on November 11, 2020

Note: If there are multiple authors, for example Mary Market, Ioin Maxwella, Daniela Kippy, you can cite the first author and followed by the words "et al", meaning "and all" - Market M et al.

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[i] NDIS Webpage, https://www.ndiscommission.gov.au/workers/worker-screening/ndis-worker-screening-check#:~:text=now%20live%20nationally.-,What%20is%20the%20NDIS%20Worker%20Screening%20Check%3F,roles%20with%20people%20with%20disability.