STUDENT HANDBOOK

ARC TRAINING

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

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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@arctraining.edu.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,

Kean Selway

Group Chief Executive Officer

About Us

ARC Group was founded in July 2001 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.

Our Vision

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

Our Values



Commitment

GOODNESS: We are bound by the goodness of our purpose, our people, our owners, our partners, and our learners in a making a positive social impact.

RIGOUR: We are transparent, diligent and accountable, and hold ourselves to the highest standards of professional and ethical behaviour.

ASPIRATION: We have the courage to forge a better, bigger and brighter future, and to foster growth, quality, creativity and innovation in our business.

COMPASSION: We are about the inclusion, wellbeing and belonging of people in our communities and show our concerns for a more compassionate society.

ENTHUSIASM: We are hopeful, joyful and optimistic about the positive social impact we make, working together and for one another.

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 with a training plan.
- Provide quality training and assessment that meets the Standards for RTO's 2025 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 Learner support team that will set a learner up for the greatest success throughout their 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 needs that would impact on their training and assessment.

When our delivery team identifies that a student has LLND barriers or may need any extra support, 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.

Learner Support Team and Services

Our student's personal and academic success is important to us, and we understand that balancing life's challenges with studies can sometimes feel overwhelming. If students are experiencing any difficulties in their personal life or with their training, we encourage them to reach out for support.

Please see below the different options available:

Trainer and Assessor

Our dedicated and highly skilled Trainers and Assessors will support you with quality training and support throughout your enrolment with us. They will often be your first point of contact and are able to support you with any of your Training or Assessment needs.

Program Coordinator

Our program coordinators are there to support our learners enrolled in our CHC, MSM and TLI qualifications. They provide support and guidance to learners, ensure progression and engagement of learners, track class attendance and coordinate classes.

Learner Experience Lead

Our Learner Experience Leads provide an additional layer of support and training to learners enrolled in our Early Childhood qualifications. For our Early Childhood Learners, your first point of contact will always be your dedicated Trainer and Assessor. There may be times where you require additional training and support to remain actively engaged and progressing throughout your course. Learner Experience Leads come with years of Early Childhood sector and training experience and can support you with things such as; study plans, strategies to support better time management and work/life balance and they will work with your employers to provide a collaborative wrap around approach to supporting success in your studies.

Language Literacy and Numeracy Support Coordinator

For learners enrolled in our Early Childhood qualifications, we have an additional resource available for those who may require additional support to successfully complete their course. Our Language, Literacy and Numeracy Support Coordinator is available for learners who may have English as a second language, have a known disability impacting their learning or people who may have complex learning needs and require a little bit of extra support. At any time throughout your course, you can request additional support from our LLN support coordinator. You may also be referred to them by your Trainer and Assessor or Learner Experience Lead at enrolment, commencement or throughout the course.

1. **Speak to your Trainer or a member of our learner support team if you need support or guidance**

Your Trainer and learner support team are here to support you. They can discuss your situation with you, understand your needs, and if they can't help you, they can connect you with external organisations that can provide additional assistance.

2. **Access external support services if you feel additional assistance is needed.**

Australian Counselling Service

ARC Training partners with the Australian Counselling Service (ACS) to give students free access to confidential counselling and wellbeing support.

- **What Services Are Available?**
  - Individual counselling and couples counselling
  - Wellbeing workshops
  - Support for issues such as stress, anxiety, motivation, study challenges, relationships, and personal concerns
  - A diverse team of counsellors from different cultural backgrounds, with matching available by preference

- **How Does it Work?**
  - Book online via the ACS website or QR code (choose Partner Referral and list ARC Training).
  - Select the type of service and counsellor that feels right for you.
  - Choose a time that works for you (sessions available 7 days a week, 8am–8pm).
  - Attend your session securely via Zoom from anywhere
  - ACS offers counselling free of charge for the initial session, with fees applying to any subsequent sessions.
  - Scan the QR code to book an appointment

Headspace – Youth Mental Health Support

Headspace provides free or low-cost support for young people aged 12–25. They offer a safe, confidential space to talk and get help with:

- Mental health (stress, anxiety, depression)
- Study, work, and training support
- Alcohol and drug use
- General health and wellbeing

You can access Headspace online, by phone, or in person at centres across Australia. Most services are free, and any costs will be explained upfront. Visit www.headspace.org.au or call **1800 650 890** to find your nearest centre.

Beyond Blue – Mental Health Support

Beyond Blue provides free, confidential support for anyone in Australia experiencing stress, anxiety, depression, or other mental health challenges.

Services include:

- 24/7 phone support (1300 22 4636)
- Webchat and email counselling
- Online forums for peer support
- Information and resources to support mental health and wellbeing

Support is available anytime, anywhere, and is completely confidential.

Visit www.beyondblue.org.au or call 1300 22 4636 for immediate help.

Reading and Writing Hotline – Literacy Support

The Reading and Writing Hotline is a national service that helps adults improve their reading, writing, and basic maths skills. Support is free, confidential, and tailored to your needs.

Services include:

- One-on-one help over the phone
- Referrals to local literacy classes and tutors
- Practical advice to build confidence with everyday reading and writing tasks

Call 1300 6 555 06 or visit www.readingwritinghotline.edu.au to get started.

Lifeline – Crisis Support

Lifeline provides free, confidential crisis support for anyone in Australia who is feeling overwhelmed, in distress, or thinking about suicide.

Services include:

- 24/7 crisis support line (13 11 14)
- Text support (0477 13 11 14)
- Online chat counselling
- Self-help resources and referral information
- Support is available anytime, day or night, to help you feel safe and connected.

Visit www.lifeline.org.au or call 13 11 14 for immediate support.

Ask Izzy – Community Support Directory

Ask Izzy is a free and anonymous online service that helps you find support services close to you. It works on any mobile phone, tablet, or computer.

Services you can search for include:

- Housing and homelessness support
- Food and financial assistance
- Health and counselling services
- Family violence support and legal help

Visit www.askizzy.org.au to search for local support services anytime, anywhere.

3. For South Australia Students

Student Wellbeing Services is a free service that aims to support Students, Apprentices or Trainees enrolled at ARC Training. The SWS Experience Coaches offers confidential sessions, for example:

- Study skills development
- Mental health and wellbeing
- Financial stress
- Transport assistance
- Housing and homelessness
- Family/relationship difficulties
- Family/domestic violence
- Interactions with the justice system
- Transitioning into an adult learning environment from school or after not studying for a long time
- Transitioning into work after study

Please refer to the Additional Success and Wellbeing information including FAQs, SWS flyers, posters and videos: https://providers.skills.sa.gov.au/success-and-wellbeing-services

Accessing Support: To get started, simply reach out to our partner organization we work with:

- Enhance:
    - Caitlin and Andy
    - 08 7140 1966
    - caitlinm@enhancetraining.org
    - andyg@enhancetraining.org

4. Support for First Nations Students

We deeply value the importance of a culturally safe and supportive environment for First Nations students.

To help you thrive, we want to connect you with external organisations that offer culturally specific mentoring, networking, career development, and guidance on education, training, and employment. We encourage you to explore these opportunities by visiting the sites below for your state.

- New South Wales – Barranggirra Skilling for Employment Initiative: https://education.nsw.gov.au/skills-nsw/aboriginal-and-torres-strait-islander-peoples/barranggirra
- Queensland - Aboriginal and Torres Strait Islander Family Wellbeing Services: https://www.familywellbeingqld.org.au/
- South Australia – Enhance Training: https://blog.hesselgroup.com.au/news/the-value-of-success-and-wellbeing-services-sws

5. Flexible Schedule or Due Dates

Flexible due dates allow you to complete your coursework at a pace that suits your lifestyle. Whether you have work, family commitments, or other responsibilities, this flexibility helps you stay on track without unnecessary stress.

- Manage Your Time – Plan your study around your personal and work commitments.
- Meet Deadlines with Support – Extensions may be available if unexpected challenges arise.
- Stay Accountable – Flexibility doesn't mean no deadlines—keep up with progress to avoid last-minute pressure.

If you need adjustments to your schedule, communicate early with your Trainer or learning support team member to explore available options!

Deferring Your Course

Deferring your course means temporarily pausing your studies and resuming them later. This can be helpful if you're facing personal, work, or health-related challenges that prevent you from continuing right now.

- **How It Works** – You can apply to defer your course for an approved period.
- **Eligibility** – Deferrals are usually granted for valid reasons, such as medical, financial, or personal circumstances. You may need to attach documents to your application to support your deferral.
- **Plan Your Return** – Before deferring, check how it may affect your study timeline and fees.

If you're considering a deferral, contact your Trainer or learner support team to discuss your options

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/

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 their Trainer or learner support team. We are 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 (if applicable) their 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, students 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 there is a change in their personal circumstances that will affect their 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.

Cultural Safety and Inclusion

ARC Training is committed to providing a culturally safe and inclusive learning environment for all students, including First Nations peoples.

We recognise and respect the histories, cultures, languages, and knowledge of First Nations peoples, and value the contributions they make to our learning community.

Our commitment includes:

- Respecting and acknowledging First Nations peoples as the Traditional Custodians of the lands on which we learn and work.
- Providing training and support services in ways that are culturally appropriate and free from discrimination.
- Encouraging open, respectful communication where students feel safe to share their perspectives and experiences.
- Offering reasonable flexibility to enable First Nations students to meet their cultural obligations.
- Offering referrals to culturally appropriate support services when needed.

What we expect from students:

- Show respect for the cultural backgrounds, identities, and beliefs of others.
- Always use inclusive and respectful language.
- Be open to learning about and understanding different cultures.

If you are a First Nations student and would like additional support, please speak with your Trainer or learner support Team so we can connect you with culturally safe resources and services.

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 or vaping 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.

Artificial Intelligence Policy

ARC Training supports the ethical and responsible use of AI tools (e.g., ChatGPT, Grammarly) to assist learning and communication. AI may be used for brainstorming, grammar checking, translation, summarising, or structuring ideas — but not to replace a student's own work.

Your work must always reflect your own learning and competency, even when using AI tools. You are responsible for checking and fully understanding any AI-assisted content before including it in your assessments.

Using AI Tools in Your Studies Quick Guide:

AI Use	**OK to Do** ✅	**Not OK to Do** ❌
Brainstorming & Ideas	Use AI to help think of topics, plan structures, or explore ideas	Ask AI to write the entire assessment for you
Grammar & Clarity	Check spelling, grammar, and sentence flow	Let AI rewrite the whole task so it's no longer your work
Summarising	Summarise long texts (but verify accuracy)	Copy AI summaries without understanding them
Templates	Draft simple documents (emails, cover letters) with trainer approval	Submit AI-created work as your own

Misuse of AI tools may result in your assessment being marked Not Yet Competent, disciplinary action under the Academic Integrity Policy, and a requirement to resubmit your work or undergo reassessment.

Plagiarism and Collusion

As a learner completing a nationally accredited qualification, you are expected to act with integrity and professionalism throughout your learning journey.

At ARC Training, we treat matters of plagiarism and collusion very seriously and penalties may be applied if our policies are breached, as outlined in the Learner Handbook.

So, what does this mean exactly?

Plagiarism refers to the presentation and submission of work produced by others as if it was your own. This includes copying and pasting (or re-typing) information directly from any source such as a website, book, article, video, AI (artificial intelligence) etc. as part of your studies, it's essential for you to be able to read, interpret and understand the information we are presenting to you or that you are researching yourself. Then, when completing your assessments, you are required to write your own responses, in your own words, demonstrating your own knowledge and skills relating to a topic. The only exception to this rule is if you need to use an exact quote from a reputable source to support your response to a question. In this case, you would need to reference the quote – see the next page for detail on referencing your work.

Collusion occurs when two or more learners consciously collaborate in the preparation and production of work which is ultimately submitted by each in an identical, or substantially similar, form and/or is represented by each to be the product of their own individual efforts. Collusion also occurs where there is unauthorised cooperation between a learner and another person in the preparation and production of work which is presented as the learner's own.

Ultimately, you are responsible for your own learning experience and outcomes. Remember to always act with honesty, integrity and professionalism. And if you're ever unsure, please speak with your trainer for advice.

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 or learner support team 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 and undertake mandatory child safety training. Students working with children as part of our Early Childhood qualifications are also required to supply current working with children checks, undertake mandatory child safety training and any additional checks as requested by any location where practical placement is undertaken. 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 or learner support team 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 training@arctraining.edu.au

Training Delivery

ARC Training provides face-to-face training or in a virtual environment, Digi-class and hybrid training delivery. This varies depending on the qualification/program the student is enrolled into. 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

Modes of delivery vary depending on the qualification/program the student is enrolled into.

Face-to-face Classroom

Our classroom mode of delivery is where the student receives face-to- face training delivered at an ARC Training head office or a suitable hired venue or workplace.

This type of course is generally delivered over two days per week in face-to-face classroom, and total weeks of training may vary depending on the qualification and student cohort.

Digital Classrooms

Our digital classroom 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.

Hybrid/online learning

Our hybrid delivery model supports learners who are currently working in their chosen sector or cannot commit to attending face to face or online classes. In this model, learners complete the majority of their learning and assessment online with support and training provided by a trainer and assessor remotely. Any practical placement requirements are completed by students in the sector and are either observed by our trainers and assessors and/or via the completion of third-party reports conducted by workplace supervisors.

aXcelerate

All learning material, assessments and any supplementary resources are available for use, by accessing the Learning Management System (LMS), aXcelerate. Assessments are completed by students on aXcelerate and can be completed in a variety of formats including quizzes, projects, case study, etc. Depending on the qualification, students may be required to upload documents and media/video for the trainer to observe the student completing an activity or role play.

Microsoft Teams

Students in our Digital Classroom will be provided with a student account, giving them access to online versions of popular Microsoft tools, including Teams, Word and Excel. Microsoft Teams is an online communication and collaboration tool used at as a virtual classroom. It allows you to chat with your Trainer and classmates and join live-video classes. Sessions are recorded and recordings will be made available in Teams.

Once enrolled, you will be invited to an Induction where our team will show you how to use and access aXcelerate and/or Teams.

For security reasons it is strongly recommended that students do not share their user account details with anyone. For any technical difficulties encountered with the aXcelerate, please contact your Trainer or learner support team. Alternatively, you can send a request to portal.support@arctraining.edu.au

For students to complete their course using the Hybrid/online or 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.

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
- Ensure your full name is attached to your Teams 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 Study

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

When undertaking one of our delivery modes that require attendance to a session, an attendance form will be 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 Trainer and learner support team. 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.

If the student is unable to attend any class, they must contact the Trainer or learner support team as soon as possible on 1300 793 146.

Assessment

ARC Training provides 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 is 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. The submission method of required assessments will vary depending on the delivery model of the course the student is enrolled into. Each completed assessment needs to be submitted to the trainer and assessor for marking.

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 or learner support team via email or phone.

When completing your assessments, 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.

Role Plays, Observations and Simulations

ARC Training is committed to providing you with practical, hands-on learning and assessment experiences to assist you in achieving your personal and professional goals. As such we utilize a range of different assessment methods to support your learning and determine your competency.

In addition to theory-based assessment, you may also be required to complete roleplays, observation assessments and simulations. These tasks allow ARC Trainers and Assessor's to observe you applying your skills and knowledge in a practical environment. Trainers and Assessors cannot determine your competency through theory-based assessment only. The theoretical aspect determines your understanding of the subject content, your participation within role-play-based assessments confirms that you can apply theoretical skills and knowledge in a practical environment.

Roleplays, observations and simulations are determined by each unit of competency criteria and training package requirements. Your Trainer and Assessor will confirm the requirements of each assessment with you and provide additional guidance to allow you to successfully complete. An observation checklist is available against the corresponding assessment task. Please ensure you read this thoroughly and understand all aspects; this is the assessment criteria your Trainer and Assessor will use when observing you and determining a satisfactory or not yet satisfactory result.

Roleplays, observations and simulations allow you an opportunity to have hands-on experience in a simulated environment to practice the skills and knowledge you have acquired, and to gain meaningful feedback from your Trainer and Assessor to help you further develop your skills and knowledge assisting you to build confidence in the application of those skills in the workplace.

We understand that these tasks may feel daunting or overwhelming and if you have questions or concerns, please reach out to your Trainer to discuss any additional support or guidance you may need for the successful completion of these tasks.

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.

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

Re-submissions

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 assessment will be returned to the student and will have instructions on what needs to be addressed and if additional evidence is required.

Students will be given up to two weeks to resubmit their assessment to their trainer and assessor. If it takes longer than two weeks, students are to maintain regular contact with and provide updates with their trainer and assessor.

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 Appeal

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 Trainer or learner support team. 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 maintain contact with their Trainer or learner support team to discuss their options.

These options may include:

- Lodge an appeal of the assessment decision.
- Review their study options
- Repeat the Unit of Competency

Work Placement

ARC Training has several qualifications which require mandatory work placement as a component of the qualification. Work placement is unpaid work unless the student is undertaking placement in their workplace as part of their usual job requirements.

- For our ECEC qualifications, Trainers and Assessors can support students with seeking placement after a student has attempted to source placement for themselves but have been unsuccessful.
- For our CHC qualifications, 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.

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. All qualification that have work placement or work experience requirements must be completed **within three months** after the theoretical component has been completed, prior to the student's final completion date.

Aged Care and Disability Work Placement

Work placement in the Aged Care and Disability qualifications are organised as a full-time block of four weeks in the first instance. Students requiring a different schedule to this, must discuss their concern as soon as possible with their Work Placement Coordinator.

We will discuss with students what is considered appropriate clothing, shoes and etiquette at placement. 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 CHC 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.
- CHC43415 Certificate IV in Leisure and Health – required to complete 120 hours of work placement.

Early Childhood Work Placement

Work placement in the Early Childhood CHC qualifications is organised in 2 different ways. For Workplace learners, undertaking the workplace version of our program, practical placement is completed in the workplace throughout the duration of the course, structured as follows;

- CHC30125 Certificate III in Early Childhood Education and Care - required to complete a minimum of 160 hours of work placement. Students must be employed for a minimum of 1 day (7.5 hours) per week throughout the full duration of the course and must complete 2 days (15 hours) per week in the workplace for placement during the completion of units **CHCECE036 Provide experiences to support children's play and learning** and **CHCECE038 Observe children to inform practice.**
- CHC50125 Diploma of Early Childhood Education and Care - required to complete a minimum of 280 hours of work placement. Students must be employed for a minimum of 1 day (7.5 hours) per week throughout the full duration of the course.

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 cannot 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 your completed work placement workbook to our Office: **ARC Training, PO Box 154, Parramatta NSW 2124** and not your Trainer and 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.

Work Experience

ARC Training has identified the value of offering voluntary work experience for qualifications that have no mandatory work placement for example MSM30116 Certificate III in Process Manufacturing, to provide students with real-life work experience where they can build on the knowledge and skills developed during the course 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 cannot 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

If you are currently working and enrolled into one of our existing worker programs, your Employer has agreed to the following:

- Nominate a supervisor that will observe the student and complete a Third-Party Report (TPR) for courses where these are embedded into course delivery.
- Provide access to the number of clients/children/families and services as per the training package requirements.
- Provide the student access to documentation such as letters from employer, job descriptions and confirmations
- 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 must provide direct care to clients. If they are not currently working as support care worker, the Employer and the student will be provided instructions when to attend the required practical demonstration activities.

Course Progression

Students are responsible for their learning, course progress and assessments. We encourage students to attend and actively participate in each class and engage regularly 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.

Progression Support Process

Progression support is provided where learners are at risk of falling behind with their studies. If a student falls behind with the submission of their assessments within their course, their trainer will set new due dates and make attempts to support the learner with additional training and getting them back on track with their studies. Where further support is needed, the student may be referred to our learner support team who will make contact with the learner and their employer (where applicable) to arrange a time to meet and discuss course progression. The support available includes but is not limited to:

- Providing additional training and support to the learner
- Setting up study plans and setting clear due dates
- Collaborating with the student and their employer to set up strategies to support their ongoing progression
- Discussing barriers to the student's progression and collaboratively setting up strategies to support study habits that fit in with a student's individual needs

- Referring students for additional Language, Literacy and Numeracy (LLN) support as needed

Students who do not engage with attempts to support better progression and engagement in their studies may be at risk of being cancelled from their course.

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.

We will communicate with affected students the options available to them as they will either need to complete the superseded qualification by the 'teach out' date or transition to the new qualification.

Training Surveys

Throughout your time at ARC Training, you will be invited to complete several surveys from various organisations, including your state's funding body and our national regulator, the Australian Skills Quality Authority (ASQA).

When you finish or discontinue your course, you will be required to complete a brief Training and Employment Survey and Student Outcomes Survey. The information collected is provided to the relevant regulators and the National Centre for Vocational Education Research (NCVER) for statistical purposes.

You will also be asked to complete ASQA's Learner Survey, which all RTOs must administer each year. This survey measures learner engagement and aims to understand your perception of the quality of training and assessment, as well as the support you receive from ARC Training.

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 refer to our fee schedule, (please read our Fees and Refund Policy on the website)

Policies, Procedures and Guidelines

For further information, please refer and read our policy and procedures on our website 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 (4) stages in the complaints and appeals process to acknowledge and support the resolutionof 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 (4) 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 Lead Compliance Officer

Stage 3 – Internal appeal to the Lead Compliance Officer

Stage 4 – External Appeal which may be dealt with by an independent party or an external agency.

Complaints – Academic

Procedure - Informal process:

1. Complainant to establish the basis for complaint; and
2. Discuss their Academic complaint directly with their Trainer and Assessor or Program Coordinator in the first instance to resolve the complaint wherever possible.
3. If the Complainant is satisfied with the outcome provided at this stage no further action is required. If the Complainant is dissatisfied with the outcome, the decision 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 (Appendix 1) 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 Lead Compliance Officer through the following avenues:
        i. Emailed to: Lead Compliance Officer at training@arctraining.edu.au
        ii. Mailed to: Lead Compliance Officer, ARC Training, PO Box 154, Parramatta NSW 2124
2. Alternatively, other options to lodge the formal complaint can be done verbally, either in person or by phone. A staff
3. member will record the complaint on behalf of the Complainant and will send the Complaints and Appeals form to be reviewed and signed by the Complainant before lodgement.
4. When complaints are received, they will be sent to the Lead Compliance Officer and details will be recorded into the Complaints Register. The Lead Compliance Officer will ***acknowledge*** the complaints documentation

lodged by the Complainant within seven (7) days of receiving the documentation.

5. The Lead Compliance Officer will assess the details of the Complaints and Appeals form and investigate within fourteen (14) calendar days (inclusive of the seven days mentioned in point 2 above) from the date the complaint was received and:
    a. investigate of the validity of the complaint and if further information or action is required; and
    b. provide Complainant access to their records or assessments during this time if requested

When the investigation is complete the Complainant will be contacted by the Lead Compliance to organise and schedule a meeting whether in person, by cloud-based video conferencing or over the phone to discuss the complaint and the outcome of the investigation into theircomplaint. In addition;

    a. A Complainant may be assisted by a support person at any meeting throughout the complaints process including, but not limited a First Nations staff member, Elder, or community representative, disability advocate or carer.
    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.

6. If the Complainant is satisfied with the resolution offered the complaint will be deemed resolved and nofurther action will be required. The outcome will be documented in the complaints register and if applicable, the student file, if the Complainant is a student.
7. After the meeting, the Lead Compliance Officer 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.
8. Necessary action plan or correction action identified will be implemented to support the resolution offered.
9. The Complainant will have fourteen (14) calendar days from issuance of the letter to respond to the Lead Compliance Officer 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 Supervisorin the first instance to resolve the Non-Academic complaint wherever possible.
3. If the Complainant is satisfied with the outcome at this stage. No further action is required. If the Complainant is dissatisfied with the outcome, the decision 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 (Appendix 1) to formally seek a 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
    b. Sign and date the Complaints and Appeals form
    c. Submit the form to the Lead Compliance Officer through the following:
        i. Emailed to: Lead Compliance Officer training@arctraining.edu.au

ii. Mailed to: Lead Compliance Officer, ARC Training, PO Box 154 Parramatta 2124.

2. Alternatively, other options to lodge the formal complaint can be done verbally, either in person or by phone. A staff member will record the complaint on behalf of the Complainant and will send the Complaints and Appeals form to be reviewed and signed by the Complainant before lodgment.
3. When a Non-Academic complaint is received it will be sent to the Lead Compliance Officer and details recorded into the Complaints Register. The Lead Compliance Officer will acknowledge the complaints documentation lodged by the Complainant within seven (7) days of receiving the documentation.
4. Lead Compliance Officer will assess the details of the Complaints and Appeals form and conduct an investigation within fourteen (14) calendar days from the date the complaint was received, Please notethat the fourteen days in inclusive of the seven (7) days to acknowledge the complaint;
    a. Investigate the validity 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.
5. Once the complaint is investigated the Complainant will be contacted and a meeting arranged to discuss the matter 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 including, but not limited to, a First Nations staff member, Elder, or community representative, disability advocate or carer.
    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.
6. After the meeting, the Lead Compliance Officer 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.
7. 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.
8. The Complainant will have fourteen (14) calendar days from issuance of the letter to respond to the Lead Compliance Officer 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 Lead Compliance Officer has determined that it will take more than sixty (60) calendar days to make a decision for any academic or non-academic complaint, the Lead Compliance Officer must advise the Complainant in writing of the delay and include the reasons why more than sixty (60) calendar daysare required.
2. Complainant to be provided with regular updates via email from the Lead Compliance Officer to inform them of the progress of the complaint.
3. If the Complainant is satisfied with the resolution offered, the complaint will be deemed resolved and documented in the complaints register and Complainant's Complainant file.

Internal Appeal

1. All Complainants and stakeholders have the right to appeal decisions made by ARC Training where reasonable grounds can be established. The areas in which an enrolled 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 (Appendix 1). 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 agreewith, 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 Lead Compliance Officer through the following:
        i. Emailed to: Lead Compliance Officer training@arctraining.edu.au
        ii. Mailed to: Lead Compliance Officer, ARC Training, PO Box 154 Parramatta 2124
3. Alternatively, other options to lodge the Appeal can be done verbally, either in person or by phone. A staff member will record the Appeal on behalf of the Complainant and will send the Complaints and Appeals form to be reviewed and signed by the Appellant before lodgement.
4. The Lead Compliance Officer 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 and;
    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. Confirm the original decision made for the complaint and the original outcome reached, and makea decision based on the grounds of the appeal.
5. Once the appeal is investigated the Appellant will be contacted and offered to attend a meeting (in person, cloud-based video conference or phone) to discuss the appeal or receive an email with written notification of the appeal outcome. The Appellant may be assisted by a support person at any meeting throughout the Appeals process including, but not limited to, a First Nations staff member, Elder, or community representative, disability advocate or carer.
6. The Complaints Register will be updated to capture investigation outcomes and the outcome of the appeal.
7. If the Appellant is satisfied with the resolution offered, the appeal will be deemed resolved and documented in the complaints register and Complainant's Complainant file.
8. The Appellant has fourteen (14) calendar days from the date of the meeting or written notification of appeal outcome to contact the Lead Compliance Officer 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 Lead Compliance Officer has determined that it will take more than sixty (60) calendar days to

make a decision on an appeal, the Lead Compliance Officer 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 via email from the Lead Compliance Officer to inform them of the progress of the appeal.
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 Mediation and Appeal

1. If the Appellant remains dissatisfied with the response, decisions or outcomes provided, or the time taken to resolve their complaint and/or appeal through ARC Training's internal complaints and appeals process the Appellant can be made aware that they can proceed to the external mediation and appeal process. There maybe 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 Lead Compliance Officer to notify if they wish to proceed to an external mediation or appeal process.
3. **External Mediation**: **Resolution Institute Student Mediation Scheme**

   ARC Training is a member of the Resolution Institute Student Mediation Scheme, which provides an independent and external appeals process if a student is not satisfied with the outcome of their internal complaint or appeal.

   The Scheme is administered by Resolution Institute, a leading professional body for dispute resolution. Mediation is conducted by an independent, accredited mediator appointed by Resolution Institute. The process is confidential, impartial, and designed to help both parties reach a fair resolution

   When to Access Mediation

   The appellant may access the Resolution Institute Student Mediation Scheme only after ARC Training's internal complaints and appeals process has been fully completed.

   If you wish to proceed with external mediation after your internal complaint/appeal has been finalised:

   1. **Download and complete** the *Application for External Review Form* from the Resolution Institute website: Student Mediation Scheme – Resolution Institute.
   2. **Notify ARC Training** that you wish to proceed with an external appeal through the Resolution Institute.
   3. **Lodge the form** with Resolution Institute, including:
      - Your share of the mediator's initial fee (if applicable)
      - Any supporting documents relevant to your complaint/appeal
   4. Resolution Institute will then **appoint a mediator** and liaise with both you and ARC Training to organise the mediation session (online or in-person).
   5. You will be contacted directly by the mediator/Resolution Institute with next steps.

   Contact Details – Resolution Institute

   - **Phone:** (02) 9251 3366
   - **Email:** nominations@resolution.institute
   - **Website:** www.resolution.institute

4. **External Complaints**:

- Contacting National Training Complaints Hotline for complaints about quality training:
  i. Contact: 13 38 73 – select option 4, Monday to Friday 9am to 6pm.
  ii. Email: NTCH@education.gov.au
- NSW Ombudsman - Contact the New South Wales Ombudsman through the following:
  i. Visit: www.ombo.nsw.gov.au
  ii. Office number: 02 9286 1000
- Fair Trading NSW - Contact the Fair Trading New South Wales Office through the following
  i. Visit: www.fairtrading.nsw.gov.au
  ii. Office number: 13 32 20
- Complaints relating to Smart and Skilled obligations - contact the Training Service NSW throughthe following:
  i. Visit: https://www.training.nsw.gov.au/about_us/contacts.html
  ii. Office number: 1300 772 104
  The National Relay Service can assist if you have a hearing or speech impairment. For interpreter services call 13 14 50 and ask them to call Training Services NSW on 1300 772 104.
- Contact the Australian Human Rights Commission for complaints regarding discrimination on the grounds of sex, disability, race or age:
  i. Visit: www.humanrights.gov.au/complaints/make-complaint
  ii. Office number: 1300 656 419
- Australian Competition and Consumer Commission
  i. Visit: https://www.accc.gov.au/contact-us
  ii. Office number: 1300 302 502

5. **External Complaints – Australian Skills Quality Authority (ASQA):**
   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:
     i. Visit: https://www.asqa.gov.au/complaints
     ii. Office number: 1300 701 801
6. ARC Training will endeavour to be bound unless deemed unfair may appeal part of the recommendations arising from the external review of the complaint and appeal. However, ARC Trainingwill 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 theexternal

appeal.

d. ARC Training will adhere to the recommendation and implement whatever action is required or 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.

7. All steps taken and correspondence will be entered into and recorded on the Complaints Register.

Fees and Refund Policy

1. The RTO's Growth & Partnerships Team must inform prospective students about course fees (refer to price schedule on ARC website), refundable and non-refundable fees, and the conditions for refunds.
2. All fees must comply with the requirements of the relevant state. Where required, a fee calculator must be used to determine the course fees. The Growth & Partnerships Member will inform the student of the fees and obtain their consent before processing the enrolment application.
3. The RTO publishes information about Fees including additional fees and eligibility for fee concessions and exemptions on its website.
4. The RTO will not charge learners more than $1500 in advance at any given time. If a learner makes an advance payment of more than $1500 in error, the RTO will return any additional money to the learner.
5. The RTO may offer payment arrangements to learners who require financial assistance with their course fees. Requests are considered on a case-by-case basis, taking into account individual circumstances and available payment options.

New South Wales Government Funded Training (Smart and Skilled)

1. The RTO charges the learner the relevant fees set by the NSW Government for the subsidised training.
2. The fee to be charged is confirmed when the RTO enters the learner data into the Smart and Skilled Provider Calculator and generates a Notification of Enrolment.
3. Where learners are eligible for RPL and/or CT, the RTO will include this information when using the Provider Calculator to determine the applicable learner fee.
4. Where RPL and/or CT is granted after a learner commences a qualification, the RTO will report the relevant outcomes and take all necessary steps to advise affected learners of the adjusted fee and to adjust the fee levied, including adjustments to subsequent fee payment schedule.
5. The RTO provides a concession to learners enrolling in a Certificate IV level or below qualification and who provide evidence of the following:
   - Current and valid concession card; or
   - Letter from the Department of Human Services confirming receipt of benefit
   - Current Centrelink Income Statement
   - Documentary evidence from the Department of Veterans' Affairs stating their pension/benefits status
   - For people applying for Austudy or Youth Allowance, an approval letter from Centrelink that shows the CRN and indicates that commencement date of their benefit is within two weeks of their enrolment or two weeks within the date of first-class attendance or participation in training

6. The RTO grants fee exemption to learners who qualify for fee-free training.
   - Aboriginal or Torres Strait Islander person
   - Learner with a disability
   - A dependent child, spouse or partner of a recipient of a Disability Support Pension
   - A refugee or asylum seeker (and eligible partners) – for training up to and including Certificate IV

- a recipient of a Fee free Scholarship – for training up to and including Certificate IV.

7. The withdrawal without penalty cut-off date is determined individually for each learner and is the day immediately preceding their course commencement date.

8. Learners are informed of their individual withdrawal-with-no-penalty cut-off date and applicable refund conditions before enrolment and before payment of fees.

South Australian Government-Funded Training (Skills SA)

1. Where a course fee is payable, the RTO ensures the fee is collected from the learner, their employer or another permitted third party.
2. The RTO does not pay or waive the course fee unless permitted under the funding agreement.
3. The RTO provides a fee exemption to eligible learners over the age of 16 who are, or have previously been, under the Guardianship of the Minister in South Australia or an interstate equivalent.
4. Evidence supporting the exemption is verified and retained in the learner's records.

Refunds

1. A request for refund of tuition fees is made when learner is withdrawing their enrolment or if the RTO is cancelling the learner's enrolment.
2. All requests for a refund must be in writing. Where a request is received verbally, the RTO will assist the learner to document the request and retain an appropriate record.

Learners are entitled to a full refund of tuition fees if the RTO cancels a course prior to commencement. The RTO will make every effort to reschedule the course and/or offer an alternative place to the learner. The learner is not obliged to accept alternative offers and may request a full refund of fees paid instead of the course tuition fees are paid in advance by a fully fee-paying learner, a refund will be processed if the amount exceeds fee payable.

Summary table for Refunds

Circumstances	Fee for Service	Skills SA Program	Smart and Skilled Program
RTO cancels a course prior to commencement	100% refund	100% refund	100% refund
Learner withdraws prior to course commencement	100% refund	100% refund	100% refund
Learner withdraws within 4 weeks after the course has commenced	50% refund for each unit commenced but withdrawn; 100% refund for units not commenced; no refund for units completed	50% refund for each unit commenced but withdrawn; 100% refund for units not commenced; no refund for units completed	50% refund
Learner withdraws after 4 weeks after the course has commenced	50% refund for each unit commenced but withdrawn; 100% refund for units not commenced; no refund for units completed	No refund for each unit commenced but withdrawn; 100% refund for units not commenced; no refund for units completed	No refund

Right of Appeal

If a learner disagrees with a refund decision, they will be given the opportunity to appeal the decision through the RTO's Complaints and Appeals Policy. All appeals will be handled in accordance with the procedures outlined in that policy.

Deferral Policy

At ARC Training, we understand that students may sometimes face unexpected or unavoidable circumstances that make it difficult to attend sessions and maintain progress in their course. In such cases, students may apply for a **deferral**, which temporarily lifts their attendance and progression requirements for an approved period.

A deferral may be granted for a **minimum of two (2) months** and up to a **maximum of six (6) months** from the commencement date of the deferment period. If additional time is required, the student must make prior arrangements and complete a new deferral application form.

Students may only defer **once per year**, for a total deferral period of up to **twelve (12) months**.

Reasons for a deferral may include the following and proof may be required:

- 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
- Mental health challenges
- 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, 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

Breach of Code of Conduct

When there has been a serious breach of the learner's code of conduct during class, work placement or any interactions with ARC Training staff, ARC Training will initiate the cancellation of an enrolment of a learner. This may include, but is not limited to:

- Continued disruptive behaviour
- Indecent or offensive behaviour
- Intimation, harassment or bullying
- Theft
- Carrying or possession of unlawful weapon
- Vandalism of ARC Training Property or other student property

Continued behaviour of submitting plagiarised responses to assessmentsIn the event of a learner assaulting another learner or others on ARC Training premises or venues, the offending learner will be removed immediately, and Police will be called to report the event. In addition, learners who are found to be carrying

unlawful weapons will also be removed and Police will be called to report the offending learner. In both cases, the learner enrolment will be cancelled immediately.

Based on the grounds cited above, the Trainer may recommend cancelling the learner's enrolment by notifying the Learner Support representative.

1. The Learner Support representative will conduct an initial investigation and based on the findings will complete the Cancellation of Enrolment form detailing the evidence or information and recommend a date when training will end
2. The Learner Support representative will send the completed form to the Training Manager to review the recommendation to cancel the learners' enrolment.
3. Upon receipt of the completed Cancellation form the Training Manager will determine the merits of the recommendation within seven (7) calendar days from the date that the recommendation was received by.
   i. Investigating the enrolled learner's course progress.
   ii. Discussion with the relevant ARC Training department managers, team members and stakeholders.
4. Once an investigation is completed, the Training Manager will schedule a meeting with the learner either in person, via teams or over the phone to discuss the breach of the Student Code of Conduct. Training Manager will advise the student that.
   a) They may have a support person at any meeting.
   b) Access and provide a copy of the completed student interview form used by the Training Manager during the meeting.
   c) The meeting will involve the following:
      i. The reasons for the student Interview
      ii. Allow and listen to the students' reasoning for the alleged misconduct
      iii. State the repercussions to the student should the misconduct be proven to be true
      iv. When and how the learner will be informed of the outcome reached by ARC Training.
      v. Learner to be sent written notification via SMS email system of the outcome of the investigation
5. After the meeting, the Training Manager will determine if the learner:
   i. Is permitted to continue with the course, and no further action is required. The Learner support representative will monitor the progress and attendance of the learner for thirty (30) calendar days from the date of the learner interview.
   ii. Is not permitted to continue, the Training Manager will inform the learner 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 learner code of conduct.
   iii. Learner has seven days (7) from date of receiving written notification to appeal the decision to cancel their enrolment to the Quality Assurance Manager. If the learner appeals, they will need to follow the complaints and appeal process.
   iv. If a formal appeal has been lodged, the student's cancellation cannot take effect until the internal process is completed. At this point, this process will be taken over by the Complaints and appeal process.
   v. If no appeal has been lodged after fourteen (14) days, Learner Support representative will notify

the Training Administrator to cancel the student's enrolment.

vi. The Administration Team will cancel student enrolment in the student management system.

The Learner's completed assessment file will be kept on record as per relevant funding bodies and regulator's requirements:

a) ASQA at least two years after the student completes the training product

b) Smart and Skilled to be kept on file for 3 years

c) SAS to be kept on file for 7 years

d) ACT to be kept on file for 7 years

e) SA to be kept on file for 7 years.

Note: ARC Training notes that there is an added obligation to adhere to ACT retention of records policy in the event of the contractual agreement has been terminated.

Learner 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 learners file to meet funding bodies' requirements, ARC Training overarching management of learner's 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.

Voluntary Withdrawal from Training-Student Guidelines

Withdrawing from Your Course

We understand that circumstances can change, and you may need to discontinue your training. If you're considering withdrawing from your course, please follow the steps below to ensure your withdrawal is processed smoothly and in accordance with Smart and Skilled requirements.

Important Reminder

This withdrawal guideline is **not** the same as our **cancellation policy**, which applies when a student's enrolment is terminated due to a breach of the Student Code of Conduct or persistent non-attendance or low or non-progression. If your enrolment is being cancelled for disciplinary reasons, please refer to the **Student Cancellation Policy**.

Step 1: Talk to Us First

Before making a final decision, we encourage you to speak with your trainer or our student support team. We may be able to help you:

- Resolve any challenges you're facing
- Explore options such as deferral or additional support
- Understand the impact of withdrawal on your training record and fees

Step 2: Submit Your Withdrawal Request

To formally withdraw, please contact us via:

- Email – training@arctraining.edu.au
- Phone - 1300793146
- In-person with your trainer or support staff

Please include:

- Your full name
- The course you're enrolled in
- Your reason for withdrawal (optional)
- The date you wish your training to end

Step 3: Additional Steps for Apprentices and Trainees

If you're an apprentice or trainee, you must also:

- Notify your Australian Apprenticeship Support Network (AASN)
- Complete any required forms with your employer

Step 4: Receive Your Documents

Once your withdrawal is processed, you will receive:

- A Statement of Attainment for any completed units
- A summary of your training progress
- A statement of fees and any applicable refunds



General Questions

Inherent Requirements

Inherent requirements are mandatory requirements or expectations that a student must meet because of the training package, legislation, regulation or funding bodies' requirements. The Enrolments Team need to be satisfied that students will meet 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.
- Undertake mandatory training as per sector requirements e.g. Mandatory child safety training, First aid.
- 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.
- CHC43415 Certificate IV in Leisure and Health – required to complete 120 hours of work placement.
- CHC30125 Certificate III in Early Childhood Education and Care – required to complete a minimum of 160 hours work placement.
- CHC50125 Diploma of Early Childhood Education and Care – required to complete a minimum of 280 hours 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 or your Trainer and Assessor.

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 can I 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 and Refund Policy

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. Digital Classroom is only available for select ARC Training programs.

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.

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

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! Please note that you must **undertake your work placement** within three months of completing the theoretical component of the course.

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

Prerequisite/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.

Reporting Unsafe Work Practices During Work Placement (Ageing & Disability Sector)

1. What is considered an *unsafe practices* activity?

Unsafe work practices refer to work practices or actions by individuals in the workplace that go against laws, regulations, policies, or workplace procedures. In the ageing and disability sector, this may include:

- Neglect or abuse of clients
- Breaches of privacy or confidentiality
- Unsafe manual handling or hygiene practices
- Inappropriate language or behaviour towards clients
- Failing to follow care plans or medication procedures
- Incorrect documentation of client's information

2. What should I do if I notice *unsafe practice*?

If you see something that doesn't seem right:

1. **Stay calm** and observe the situation carefully.
2. **Do not intervene directly** if it could put anyone at risk.
3. **Document what you observed**—include dates, times, people involved, and specific details. Please note that you may document this information as per organisational policy and procedures such as handover notes.

3. Who should I report it to?

- **Immediately inform your workplace supervisor** or mentor on-site.
- If you're unsure or feel uncomfortable, speak to your **placement coordinator or trainer/assessor** at your training organisation.

4. Can I be penalised for reporting unsafe work practice?

No. You are protected. Reporting in good faith is encouraged and supported. You have a responsibility to speak up to help ensure client safety and workplace integrity.

5. What happens after I report something?

The workplace or training provider will assess the situation and take appropriate action. You may be asked for further information but are not responsible for investigating or resolving the issue.

6. What if the issue is urgent or involves serious harm?

If a client is at **immediate risk of harm**, alert **any staff member immediately** or call **emergency services (000)** if required.

7. Where can I get support?

You can seek support from:

- Your **workplace supervisor**
- Your **placement coordinator or training provider**
- A trusted **trainer/assessor or counsellor**
- Professional services such as **Lifeline (13 11 14)** or **Beyond Blue**

Mandatory Reporting Resources

1. Aged Care Quality & Safety Commission – Serious Incident Response Scheme (SIRS)

- All aged care providers are required to report serious incidents—such as abuse, unexplained absence or unexpected death—under **SIRS** to the Commission.
- Incidents are classified as **Priority 1** (to be reported within 24 hours) and **Priority 2** (within 30 days)

2. Aged Care Act 1997 / Aged Care Act 2024

- Governs aged care services, including mandatory reporting obligations and quality standards.
- The **2024 Act** will be in effect from **1 July 2025**, reinforcing reporting requirements LegalVision+1ASQA+1.

3. Department of Health, Disability & Ageing – Provider Reporting Obligations

- Details the various reporting requirements for aged care providers under the new Act, including incident reporting and compliance criteria Department of HealthAged Care Quality and Safety Commission.

🧩 Disability Sector – NDIS Reporting

- Providers under the **NDIS** must also follow **NDIS Quality & Safeguards Commission** reporting rules regarding serious incidents and allegations.
- Legal Vision states these obligations overlap with SIRS in aged care Aged Care Quality and Safety Commission+2LegalVision+2Aged Care Decisions+2.

⚠️ Ageing & Disability Abuse Reporting in NSW

- The **NSW Ageing & Disability Commission** handles suspected abuse or neglect in both community and residential settings.
- Note: this is **not legally mandatory**—but if you're concerned, you should report to your workplace or the Helpline at **1800 628 221** Ageing & Disability Commission.

👩‍🎓 Student Placement Context

- Although student placements are considered unpaid learning experiences under the **Fair Work Act**, the **Aged Care Quality & Safety Commission's SIRS** still applies to any serious incidents witnessed by students.
- Your role is to report these to your supervisor, who will make formal reports to the Commission or NDIS as required Policy and Procedure Register+3Fair Work Ombudsman+3Aged Care Decisions+3.
- It is important that you also report this with our ARC Training Work Placement Coordinator as soon as possible so that we can conduct follow up or communicate with relevant staff members in the workplace.

✅ Summary for Students on Placement

Yes, if it's...	What to Do
Aged care service	Understand **SIRS Priority 1 & 2** reports and timelines Fair Work Ombudsman+15Aged Care Decisions+15estiahealth.com.au+15ASQA
NDIS-funded care	Be aware of **NDIS Commission reporting** obligations LegalVision
NSW community service	Consider contacting the **Ageing & Disability Commission Helpline** Ageing & Disability Commission

These official resources can guide you on **when**, **how**, and **to whom** you should report if you observe unsafe work practices.

Legislative and Regulatory Sources

📌 New South Wales (NSW)

1. NSW Ageing & Disability Commission (AD Commission)

- There's **no legal requirement** to report non-compliance directly to the Commission. Instead, students should follow internal agency protocols and contact the Ageing & Disability Abuse Helpline at **1800 628 221** for advice or to lodge a report reporter.childstory.nsw.gov.au+13Ageing & Disability Commission+13Ageing & Disability Commission+13.

2. Mandatory Reporter Guide for children

- For concerns involving minors, NSW's Guide defines who is required to report suspected child safety concerns – including disability support workers – and dictates how to lodge a report Ageing & Disability Commission.

📌 **Queensland (QLD)**

1. NDIS service providers – NDIS Commission

- All registered NDIS providers must notify serious ("reportable") incidents, such as abuse or neglect, following NSW timeframes and procedures NDIS Quality and Safeguards CommissionNDIS Quality and Safeguards Commission.

2. Aged Care Providers – SIRS

- Under the Aged Care Act, the Serious Incident Response Scheme (SIRS) applies to residential and home care. Priority 1 incidents must be reported within 24 hours; Priority 2 within 30 days Ageing & Disability Commission+12Queensland Health+12Aged Care Quality and Safety Commission+12.

📌 **Australian Capital Territory (ACT)**

- The ACT follows the national frameworks: **NDIS Commission** for disability, and **Aged Care Quality & Safety Commission's SIRS** for aged care. Providers must report serious incidents under the NDIS Act and Aged Care Act, consistent with federal regulations.

📌 **Victoria (VIC)**

- Providers must follow the **NDIS Commission's** incident reporting rules for disability matters and the **Aged Care Quality & Safety Commission's SIRS** for aged care. The **Aged Care Act 1997**, along with upcoming amendments, govern these obligations nationally LegalVision+2Queensland Health+2Aged Care Quality and Safety Commission+2Department of Health.

📌 **South Australia (SA)**

- Reporting obligations align with the federal system: **NDIS providers report reportable incidents** to the NDIS Commission; **aged care providers** must comply with the **SIRS framework** under the Aged Care Act NDIS Quality and Safeguards CommissionAged Care Quality and Safety Commission. Students should ask supervisors for specific agency or state procedures.

✅ **Quick Reference Table**

Jurisdiction	Disability Sector	Aged Care Sector	Child Welfare (NSW only)
NSW	Use agency channels; contact ADCommission helpline Ageing & Disability Commission+1Ageing & Disability Commission+1Ageing & Disability Commission	Providers follow SIRS via Commission	Follow MRG for children Ageing & Disability Commissionreporter.childstory.nsw.gov.au
QLD	Notify NDIS Commission of reportable incidents NDIS Quality and Safeguards CommissionNDIS Quality and Safeguards Commission	Report via SIRS (Priority 1 in 24 h) Queensland HealthAged Care Decisions	N/A
ACT	National NDIS Commission	National SIRS framework	N/A
VIC	National NDIS Commission	National SIRS framework	N/A
SA	National NDIS Commission	National SIRS framework	N/A

🎓 **Student Action Steps**

1. **Identify the sector** (disability, aged care, child services).
2. **Follow your placement agency's internal process**.
3. **Escalate to the correct authority:**
    - **Disability** → NDIS Commission (reportable incidents)
    - **Aged care** → Aged Care Quality & Safety Commission (Priority 1 & 2 under SIRS)
    - **NSW child concerns** → Report via the MRG pathway
4. **Seek supervision** from your placement provider if you're unsure.
5. **Prioritise immediate risk**—always escalate urgent harm to staff or call **000**.

Note: It is important that you also report this with our ARC Training Work Placement Coordinator so that we can conduct follow up or communicate with relevant staff members in the workplace.



Work Placement as an Existing Worker

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.



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
  - Check and measure relevant quality parameters, or
  - Interpret results of quality checks in terms of specifications, patterns and work standards, or
  - Take required action where standards of materials, component parts, final product or work processes are found to be unacceptable, or
  - Maintain accurate records.

MSMOPS102 Perform tasks to support production.

- Demonstration of task in operational workplace situation that allows you to
  - Follow procedures to work safely.
  - Clarify and confirm tasks and procedures.
  - Recognise labels and signs.
  - Identify routine problems and take corrective action, if appropriate
  - 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:

- Cleaning tools and equipment, including personal protective equipment (PPE)
- 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's Work Placement 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.

Early Childhood Education and Care CHC Work Placement – Fact Sheet

Why?

Part of completing your qualification involves undertaking minimum hours of work placement in a regulated Early Childhood Education and Care service. You are required to undertake a minimum of 160 hours of work placement for the CHC30125 Certificate IIII in Early Childhood Education and Care qualification and a minimum of 280 hours of work placement for the CHC50125 Diploma of Early Childhood Education and Care program. This is a fantastic opportunity for you to gain hands on practical experience and show the services how good your knowledge, skills and attitude are! Please note that Practical Placement will be undertaken in your workplace and it is a requirement of your entry into these qualifications that you maintain a minimum of 1 day (7.5 hours) employment for the duration of the course.

When and for how long?

Placement occurs throughout the entirety of your course enrolment in your workplace and you will undertake practical requirements for each unit of competency throughout the duration of your progression. You will be required to be employed for a minimum of 1 day (7.5 hours) per week in a regulated Early Childhood Education and Care service with access to children of varying ages from 0-5 years. This must be maintained for the entire duration of your course. If you change workplaces during your course enrolment, you can still continue your course, as long as you continue to meet these requirements.

How does it work?

Throughout your course, you will demonstrate practical skills in your workplace which you will then record by completing your workplace journal. Some skills may also be observed and verified by your workplace supervisor and/or your Trainer and Assessor.

Where?

In your workplace! You will be able to 'earn while you learn' in our workplace delivery model. If you change workplaces during your course enrolment with us, chat to your Trainer and Assessor who will discuss the options available to you. It is a requirement of this course that you remain employed by a regulated Early Childhood service with access to children of varying ages from 0-5 years for a minimum of 1 day (7.5 hours) per week for the entire duration of your enrolment.

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)
- Black or Navy t-shirt (and jumper if required)
- Safe and comfortable close toed shoes.

Prerequisites/Requirements

- Obtain a Working with Children Check (WWCC)

- Complete mandatory child safety training
- Obtain a National Police Check (only when required by the workplace)
- Obtain required vaccinations (only as stipulated by the workplace)
- Course fees paid and satisfactory course progress.

Do I get paid?

As you are completing your practical placement in your workplace- pay arrangements will be as per the contract you have with your workplace. If you complete any practical placement requirements/hours on days/times that you are not rostered to work, your workplace is not obligated to pay you. ARC training does not pay learners or workplaces for the purposes of practical placement.

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.

[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.