



STUDENT HANDBOOK



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WELCOME

Thank you for choosing Arbortrim as your training organisation to take you through your studies in Arboriculture.

I trust that you will not only learn new techniques, skills and knowledge, but that your existing skills and techniques are recognised and validated through our RPL process. Our courses have been designed not only on an academic level, but also to be an enjoyable experience for you.

Martin Luther once said, "For in the true nature of things, if we rightly consider, every green tree is far more glorious than if it were made of gold and silver." As we develop and deliver our courses, we will consider trees with a holistic approach, appreciating the intricate systems in each and every tree encountered.

Our Trainers hold appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the course/s you undertake. Assessment will meet the National Assessment Principles including recognition of prior learning and credit transfer. Adequate training materials and physical resources will be utilised to ensure the learning outcomes of the training product can be achieved. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes will be valid, reliable, flexible and fair. Students will be advised on assessment requirements before training commences.

If you need assistance at any time during the course, you have various avenues of help available to you. Take the time to read this Welcome Pack on the next few pages; you can also contact your trainers direct on their mobiles (available at the training day), or source information from the Arbortrim website at: www.arbortrim.com.au.

I wish you all the best for your training.



Paul Jones

Chief Executive Officer

Arbortrim Training & Consultancy

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1. YOUR RIGHTS & RESPONSIBILITIES

As an Arbortrim Student you are entitled to:

1. Be treated fairly, and with respect,
2. Learn in an environment free of discrimination and harassment,
3. Pursue your educational goals in a supportive and stimulating environment,
4. Be provided with support for learning, language, literacy or numeracy assistance needs (this may include additional training and assessment support or referral to appropriate support programs or organisations),
5. Be informed of assessment procedures.

Where required, students will be offered the assistance of suitable mentor or will be referred to support services to assist in meeting course outcomes. Those support services may include:

- TAFE Language, Literacy & Numeracy services,
- Disability support services,
- Local libraries,
- Social support agencies.

The management and staff of Arbortrim are responsible for ensuring access and equity for all participants. This ensures all are treated equally and fairly and have equal access to participation in training. Selection of students into courses is based on students meeting course pre-requisites and entry requirements, course fee payment and on a first-in first-served basis, and no potential student will be discriminated against for any other reason.

As an Arbortrim student it is your responsibility to:

- Treat others with respect,
- Be punctual and regular in attendance.

2. COURSE INFORMATION

National Course Guide

Arbortrim runs a number of short courses, as well as full Certificates, in the Arboricultural, Forestry, Electrical and Roads industries. To view the full list of courses, you may either request a Course Guide to be posted to you, or you may view the information on the website at www.arbortrim.com.au.

Courses Offered on Scope

The following are the courses offered by Arbortrim, as listed on our Scope of Registration:

As at January 2009:

National Qualifications

Code	Title
RTF20203	Certificate II in Horticulture (Arboriculture)
RTF30203	Certificate III in Horticulture (Arboriculture)
RTF40203	Certificate IV in Horticulture (Arboriculture)
UET20106	Certificate II in ESI - Vegetation Control

Units of Competency for Standard:

Code	Title
BCC3028A	Control traffic
BCCCM 2013C	Control traffic with a stop-slow bat
BCCCM 3003C	Implementing Traffic Management Plan
FPICOT2204A	Maintain Chainsaws
FPICOT2234A	Trim and cross cut felled trees
FPIFGM2208A	Fall trees manually (basic)
FPIFGM3204A	Fall trees manually (intermediate)
FPIFGM3205A	Fall trees manually (advanced)
FPICOT2234A	Operate 4x4 vehicle
FPIFGM3208A	Perform complex 4x4 operations
UETTDRVC10A	Co-ordinate vegetation control work

National training services information extracted from National Training Information Service website – Registered Training Organisation www.ntis.gov.au

Structure of Courses Offered

Courses are designed to suit our Client or Participants' needs, and are tailor-made to suit the client, venue, location, personal or work and production requirements. Courses generally are delivered with a component of formal theory, practical sessions, field trips where possible, practical instruction and practice on the work site and assessment in all environment.

On enrolment into a Certificate, a course program will be developed with you outlining the entire course from start to completion. This allows you to select the units of competence most suited to your requirements.

Depending on your requirements you may elect to enrol in a full qualification or an individual unit of competence.

Course programs offered include the following:

- Recognition of Prior Learning,
- Credit Transfer,
- Assessment Only,
- Delivery of Individual Units of Competence,
- Delivery of a Qualification.

Enrolment

Before you decide to enrol in a course, we encourage you to first find out:

- What the course entry requirements are,
- When it runs, (course dates),
- How much it costs, and
- What the learning outcomes are.

Enrolment involves completing an Application form, and returning the form to Arbortrim with payment in full for the course. Copies of Application forms can be obtained from either the website at www.arbortrim.com.au or by phoning the Office on (03) 9737 0555.

If there are other qualifications or experience that is required in order to take the course, these must be done prior to the course commencing. Alternatively, if these pre-requisites have been completed elsewhere, students can apply for Recognition of Prior Learning (see page 14).

Course Materials

Every student who enrolls in an Arbortrim course will receive a Learner Guide, appropriate to the course enrolled in. The Learner Guides have been developed to assist you to get the most out of your training; providing extra information, classroom activities, quizzes and technical diagrams where needed.

For some of the non-accredited training, the Learner Guide forms part of the course assessment. Your trainer and/or assessor will explain if this is the case at the commencement of your training.

The Learner Guides are your resource to complete and keep.

Accidents & First Aid

Should an accident occur, it must be reported to the Trainer/ Assessor immediately. All Arbortrim Trainers and Assessors hold current and valid Level 2 First Aid certificates.

Attendance

Attendance for training and assessments is to be punctual. Course commencement times are indicated in your Course Booking form, which is issued to you after you have enrolled in an Arbortrim Course.

However, if for reasons of health, family commitment, sickness or unforeseen circumstance, Arbortrim will review attendance requirements. It is in the best interest of all students to maintain reliable attendance for training and assessment to maximise learning outcomes.

Language, Literacy and Numeracy

Students may be required to complete a short language, literacy and numeracy questionnaire at enrolment. The questionnaire is designed to identify students who may find it difficult to achieve the outcomes of the course in the scheduled timeframe. Where a student has been identified with potential support needs, the trainer/ assessor will discuss how best we can provide support to the student to ensure success. This may simply be asking verbal questions rather than using a written test.

Students will be required to complete courses using the English language, both spoken and written. The level of language required is Secondary School Grade 8 to 10, depending on the program required, as used in the reading of newspapers.

If support in this area is required, the trainer/assessor should be notified, where possible by the student or the student's employer, prior to the course so as to arrange or provide assistance.

Occupational Health & Safety

The Workplace Health & Safety Act applies to all staff and students of Arbortrim. All employees, including students, have the primary responsibility to ensure that they work safely, without risk of injury to themselves, fellow workers/students and others in the workplace or public.

NB: The wearing of Personal Protective Equipment (PPE) and clothing is mandatory in many of Arbortrim's courses.

Students are welcome to bring their own Personal Protective Equipment to courses, but they will be inspected by the trainer/assessor for suitability. Arbortrim can also provide students with PPE if required. The only PPE not provided are steel-capped boots and helmets.

Arbortrim will:

- Provide and maintain equipment and systems of work that are safe,
- Provide sufficient information and training to ensure staff and students are safe from injury and risks to health.

Staff and Students will:

- Cooperate with management and trainers, and adhere to instructions on safe work practices,
- Take care of the health and safety of others,
- Report any hazards, and accidents to their trainer/assessor.

Student Property

Arbortrim takes no responsibility for any tools, instruments, personal protective equipment or any other property belonging to students. Students must at all times accept responsibility for safe-guarding their own property.

3. COURSE REGISTRATION AND FEES

Depending on the course you wish to attend, the course costs will vary from individual units of competence to a full qualification. Course costings for Arbortrim's short courses can be found in the National Course Guide, and on the website. The Course Guide is available from the website, or can be requested by calling the Office and having it posted.

All course fees must be paid at least eight (8) days prior to the course commencing. The exact date of when fees are due is printed on your Course Booking form. You will receive the booking form once you have contacted Arbortrim, and enrolled in your course.

Fees can be paid by credit card, cash, direct bank deposit or cheque. Purchase Orders may also be received, but prior arrangement must be made with the CEO of Arbortrim.

Once fees are paid, your place is confirmed in the course. If you do not pay the course fee by the due date, then your place may be offered to another student on the waiting list who has already paid.

Arbortrim does not offer discounts for card holders such as; pension card, health care card, concession cards, etc. Group discounts may apply which can be negotiated on application.

For detailed course fees and/or a quotation, please contact the Office at Arbortrim on (03) 9737 0555.

Entry Requirements

Arbortrim provides a range of training courses and programs with varying entry requirements. Some have specific entry requirements that include competency pre-requisites, health and fitness and/or prior or concurrent work experience. Specific details of entry requirements are on the Arbortrim website, and are also located in the Course Guide. Students can also call the Arbortrim Office for this information.

Cancellation and Transfer

More than 14 days from course commencement: Transfers and cancellations will only be accepted up to 14 days prior to the first day of the course. Fees will be allocated to one other course without penalty, within a 12-month period, provided there are spaces available on the alternate course. This transfer is only available once in a 12-month period.

Less than 14 days from course commencement: Transfers and cancellations will not be accepted within 14 days of the first day of the course. Fees will be allocated to another course. Arbortrim cannot accept responsibility for changes to work commitments or personal circumstances within this 14-day period however, substitute delegates are always welcome at no extra cost. If a delegate fails to attend a course or a booking has been transferred once already, the entire course fee will be forfeited.

Course Refunds

Refunds of course fees are available and only to be initiated in line with the following:

Arbortrim Australia will make a full refund of all fees paid should a course be discontinued. Should the participant desire to take an alternative course with Arbortrim, fees will be fully transferrable to that course. In the event of a course for which the student was enrolled being unavailable or no acceptable alternative course is available, fees are fully refundable.

Should a student cancel an enrolment with Arbortrim, please refer to the previous section 'Cancellation & Transfer'.

4. RECOGNITION OF PRIOR LEARNING (RPL)

Many students have done other courses, or have experience, which covers some of the material in the course being applied for. Such prior experience and qualifications can be recognised through the RPL process.

Students can apply for the RPL by contacting Arbortrim's head office and completing the corresponding forms.

Please note that Arbortrim will automatically recognise any AQF qualification granted by another Australian Registered Training Organisation.

Definition

Recognition of Prior Learning is an evidentiary process that matches the outcomes students have achieved through non-credentialed study and/or life/work experience against the outcomes that would be covered in specific competencies.

Assessment is the process of collecting evidence and making judgments on a student's achievement of the performance criteria set out in a competency standard.

Credentialed study is study towards a formally recognised qualification or Statement of Attainment.

Non-credentialed study is study in a program that does not lead to a formally recognised qualification or Statement of Attainment.

Principles of RPL

Arbortrim is committed to recognising the skills and knowledge of all employees. It recognises that valuable learning takes place within and outside of industry, through:

- Credentialed study,
- Non-credentialed study,
- Work experience,
- Life experience.

Benefits of RPL

RPL creates flexibility in a system that previously discounted or ignored some forms of qualifications and informally gained skills. Benefits stemming from the use of RPL for employees and employers:

- Reduces unnecessary time spent in re-learning competencies already held. Thus preventing costly re-training,
- Enables credit towards qualifications,
- Creates opportunity to access education, training and employment opportunities for the individual,
- Provides an indication of any gaps in skills and knowledge of employees.

The Assessment Process

All RPL applications and assessments are conducted by Arbortrim's Training Manager; Mr Garry Thyer. Garry has spent 35 years in the Arboricultural and Powerline industries; he is a highly experienced and qualified expert in those fields, and has trained the industry for the last 25 years.

Participants need to complete the RPL Application form, which is available on the website at www.arbortrim.com.au or by requesting one to be posted to them, by calling the Office on (03) 9737 0555. Once the application form is completed, the participant should forward this form directly to:

Mr. Garry Thyer
Training Manager
Arbortrim Australia
PO Box 371
Mt Evelyn, VIC 3796

The RPL is based on the following set of principles:

1. **Commitment.** Commitment on the part of the trainer/assessor of the value of PL. This commitment is essential to ensure that quality control procedures will support the implementation of RPL.
2. **Assessment Principles.** These are reliable, valid, fair and flexible.
3. **Evidence.** The evidence for recognition may be in a number of forms, including:
 - a. Credentials/certificates,
 - b. Successful completion of a formal assessment or exam,
 - c. Statements of workplace experience validated by a supervisor, manager client,
 - d. Oral presentations,

- e. Written reports, video and audio presentations,
 - f. Photographs,
 - g. Observation by an assessor,
 - h. Observation by a mentor,
 - i. Case studies,
 - j. Historical evidence,
 - k. Personal statements,
 - l. Workplace assignments,
 - m. Projects,
 - n. Reports, newsletters and brochures.
4. These sources can come from a number of different people including the enrolled student, workplace personnel, a trainer/assessor, the student's colleagues, and sometimes other students, clients or customers.

RPL Enrolment

Enrolment into RPL is the same as enrolment into any of Arbortrim's courses. You will be sent an Application form (or you may download one from the Arbortrim website) which needs to be completed and returned to the Arbortrim Office, by post, fax or email.

Mutual Recognition

Competencies achieved and detailed in Statements of Attainments, or qualifications issued by other Registered Training Organisations, will be recognised by Arbortrim Training Pty Ltd.

In order to provide mutual recognition, you must send copies of your Statements of Attainment and qualifications to Garry Thyer at Arbortrim (see page 15).

5. ASSESSMENTS

The Assessments for each of Arbortrim's courses have been developed with utmost care and consideration. Each assessment is strictly constructed to be:

- Valid,
- Reliable,
- Flexible,
- Fair.

All of our assessments go through a rigorous evaluation and review process each year, to ensure they meet the above-mentioned elements.

Judgements to determine competence will be made by examining evidence gathered from a range of sources, using a variety of assessment methods. Clear information about the assessment process and evidence requirements will be provided and students will be encouraged to participate in collecting evidence of their own competence. Assessment processes will provide for the recognition of competence no matter how, where or when it has been acquired.

Qualified Trainers/Assessors

A qualified Trainer/ Assessor is a person who is recognised by Arbortrim Pty Ltd as meeting the national standards for assessment and delivery personnel (Australian Quality Training Framework, Standard 7). A trainer/assessor is able to conduct assessment only in areas of work in which they hold relevant vocational competencies. They must also be competent in the assessment competencies to the national standards required.

Qualified Trainer/ Assessors are required to be employed by an industry enterprise or Registered Training Organisation (RTO) that provides services to the industry and has an agreement with Arbortrim Pty Ltd.

Preparing for Assessment

Participants applying for assessment are to be provided with the following information by the trainer/assessor at the commencement of their training:

- Details of the learning outcome/elements and the performance criteria required for competency.

- Details of documentation required and processes when applying for Recognition of Prior Learning (RPL), or Credit Transfer, if applicable.
- Details of the appeals process.

Participants, on receiving this information, should undertake a self-assessment and decide whether to proceed to full assessment or consider further skill development

Whilst the majority of assessments will be conducted in simulated (training) work environments, it is also possible to have 'on-the-job' assessments. In such an event, details of the assessment will be finalised between the assessor and the employer, to ensure minimal disruption to the business operation.

The assessment process for each unit of competency will combine the skills and knowledge being assessed in practical applications.

Validity

Valid assessment actually assesses the competency it is meant to assess. A valid assessment of a particular unit will assess competencies that are part of that unit.

- Evidence is collected from activities and tasks that clearly relate to the Unit of Competency,
- Evidence demonstrates that the performance criteria have been met,
- Evidence is sufficient.

Reliability

Reliable assessment produces the same judgment about a person's competency when the assessment is completed by another assessor or by the same assessor on another occasion:

- Assessment practices should be monitored and reviewed to ensure that there is consistency in the interpretation of the evidence,
- Assessors must be competent in the National Workplace Assessor Competency Standards.

Fairness

Assessment is fair if it does not disadvantage any applicant in relation to another:

- Assessment practices and methods must be equitable to all groups of applicants,
- Assessment processes and criteria for determining performance must be made clear to all applicants seeking assessment.
- Applicants must be provided with opportunity to challenge the assessment.

Flexibility

Flexible assessment remains valid, reliable and fair while dealing with:

- The way the competency was developed or acquired through a formal training course or through on-the-job experience.
- Any disability that the applicant might have, eg, deafness or reading difficulties.
- The equipment used to demonstrate competence, eg, the familiarity of the equipment to the student,
- Different periods over which the assessment might be done, eg, the need to apply the entire assessment at one time or parts of the assessment as a person learns. This would most likely result in the student being assessed in individual learning outcomes or the elements that make up the competency.

Arbortrim offers a range of learning and assessment options – including work-based, traditional classroom style, and recognition of prior learning.

Most assessments can also be done verbally if so required. Please contact either the Office or your trainer for more information.

Gathering Evidence

Your trainer/assessor's job is to gather evidence and then make a judgment about your competence at a particular task. A trainer/assessor must use a number of methods to collect evidence, such as:

- Spoken, or written answers to questions,
- Observation of the performance or task,
- Observation of what is produced,
- Information recorded in logbooks,
- Acknowledgement of existing records of achievement, eg, certificates or licenses,
- Information supplied by other people.

They can also make a judgment by using a Recognition of Prior Learning process, as explained on page 14.

Results/Outcomes

Upon completion of the course, your trainer/ assessor will notify you verbally of your outcome. If you have been deemed Not Yet Competent, the trainer/assessor will explain to you what further needs to be done or supplied.

Once the course has been finalised with the Office, you will be issued with a Statement of Attainment, Competency Card, or a Training Record depending on which course you are doing. For more information on what type of training record you will receive, please contact the Office.

If you need replacement Statements, Cards or Reports, you may contact the Office however there is a replacement fee of \$27.50 per item, including GST.

Disputation of Outcome

Students are given feedback on their competencies or non-competence. If the student is dissatisfied with the assessment received, they can request a second assessment at no extra charge.

Such a request for re-assessment should be made in writing, within seven days following receipt of the assessment result, and sent to the Training Manager at Arbortrim.

Should the student still be dissatisfied, after the second assessment, then they may request a third assessment, chargeable at the normal 'Assessment Only' fee. For a copy of the Course fees and information, please contact Arbortrim Office on (03) 9737 0555.

If students are still dissatisfied, they are encouraged to follow the Grievance & Appeals process. This involves completing a Grievance form, which is submitted to the Training Manager, Mr Garry Thyer, for processing. The student will be required to meet with Garry at a convenient time in order to discuss the outcome.

If the student is still dissatisfied, they are referred to the National Training Complaints Hotline on 1800 000 674.

6. HOW TO FORMALLY EXPRESS CONCERN

There are four main tools for the formal expression of concerns or improvements by customers and staff:

1. Grievance process,
2. Improvement Requests process,
3. Training evaluation,
4. Assessment appeals process.

Each of these is explained below:

Grievance Process

This is used by a person who feels aggrieved because of unacceptable behaviour, eg, discrimination, harassment or victimisation, or by a decision which affects him or her. An aggrieved person can talk to Arbortrim's Training Manager; Mr Garry Thyer using the contact information below:

Mr Garry Thyer,
Training Manager
Arbortrim Training
PO Box 371
Mt Evelyn, VIC 3796

Mr Thyer can provide information, support, and help in exploring options and then record the complaint onto an Arbortrim Grievance form. This form is available from the Office, or can be downloaded from the website at www.arbortrim.com.au.

The aggrieved person can then choose to do nothing, make an informal complaint by approaching the responsible person(s), or go to an outside agency.

They can also contact the National Training Complaints Hotline on 1800 000 674.

Improvement Requests

This is used for students, staff and employees to provide feedback about a matter (excluding formal grievances and assessment appeals) or to suggest opportunities for improvement. The Improvement Request form can be used to comment on any matters

such as the adequacy of the facilities, improvement to processes, information provided, availability of services, level of services etc. The form is filled out including the details, actions taken and reports produced. The aim of the process is the continuous improvement of products and services.

Improvement request forms are available by contacting the office, or by downloading from the website.

Training Evaluations

This is the structured evaluation by students of Arbortrim's courses. Every course that Arbortrim runs, with the exception of Refresher courses, is supplied with training evaluations to the students and to the employers.

The information gathered by the evaluations is entered into a database, and then business key indicators, performance indicators and quality assessments are made from the data. Personal information about students is not collected; except for the purposes of contacting students if they indicate they would like a Course Guide posted or emailed to them.

Once data has been entered, the forms are destroyed.

Assessment Appeals Process

This is used when a student is not satisfied with the process or result of an assessment. The steps to be followed by the student include:

1. Complete the Grievance form,
2. Lodge the form with Mr Garry Thyer (contact details on previous page),
3. Undertake re-evaluation,
4. If not resolved, the appeal can be taken up with Mr Paul Jones (CEO), contact details are:

Mr Paul Jones,
Chief Executive Officer
Arbortrim Training
PO Box 371
Mt Evelyn, VIC 3796

5. Finally, if the student is still dissatisfied, then they are referred to the National Training Complaints Hotline on 1800 000 674.

Expected Timeline for Resolution

If you wish to lodge a formal complaint in writing you will normally expect to receive acknowledgement in writing and a decision within 20 working days.

However, depending on the complexity of the case and the information provided this timeframe may vary.

To assist with the timely resolution of your complaint with the University it is important that you:

- detail the steps you have taken towards resolution
- clearly state the outcome you are seeking
- provide relevant supporting documentation.

Student Complaints – Rights and Responsibilities

Rights and responsibilities common to all parties to a complaint include:

Confidentiality

Complainants and respondents have the right to have the details of the complaint kept confidential. Students or staff who do not comply with confidentiality requirements could be found guilty of the following:

Defamation:	To damage the reputation, character, or good name of a person by slander or libel.
Libel:	A false publication, as in writing, print, signs, or pictures, that damages a person's reputation.
Slander:	Oral communication of false statements injurious to a person's reputation.

Privacy

RMIT complies with the Information Privacy Act 2000. Information collected as part of a student complaint will be kept in a confidential and secure location, and will not comprise part of the student's academic student file.

Natural Justice

The following principles of natural justice apply to all parties to a complaint:

- all parties to a complaint shall have the right to be heard
- all relevant submissions and evidence shall be considered
- matters that are not relevant shall not be taken into account
- the decision-maker shall not be biased or appear to be biased.

7. OTHER ITEMS

Improvements

Our staff are eager to receive feedback on processes that can be done better. At each of our courses, trainers hand out Student Evaluation forms. All students are encouraged to fill out the Evaluation form honestly and constructively.

The information collected on these forms is held in utmost confidence, and is entered into a database from which performance and key business indicators are raised. Personal details of the students completing the forms are not recorded.

Complaints

If students have a complaint, they may either contact an Arbortrim staff member, or they may download a Grievance form from the Arbortrim website. The form then needs to be sent into Arbortrim, to the Training Manager; Mr Garry Thyer, who will then action and respond to the complaint as appropriate.

If the student does not agree with the outcome, they have the right to have an independent arbiter to decide what is to happen. The independent arbiter is not provided by Arbortrim. Further information can be found on page 21.

Client Support

Arbortrim provides support for students through access to professionally qualified teaching staff and managers. Support is offered to students throughout the entire training and assessment process; from the moment of enrolment students have access to our support services.

Where social or personal circumstances may affect a student's learning experience, Arbortrim will support the student where possible, including referral to the following organisations:

Alcoholics Anonymous	03 9429 1833
Centrelink	131 021
Centres Against Sexual Assault	1800 806 292
Kids Helpline	1800 55 1800
Life Line	13 11 14
Mensline Australia	1300 789 978

People with Disability Australia	1800 422 015
Reading Writing Hotline	1300 655 506
Women's Domestic Violence Crisis	03 9322 3533

Access and Equity

Arbortrim is committed to providing training to anyone who can benefit from it. All of our staff are committed to the principles of access and equity - please ask to see our Access and equity policy at any time.

Discrimination & Harassment

Arbortrim Australia aims to provide an environment free from discrimination and harassment for both students and staff. Discrimination and harassment come in many forms and may relate to:

- Gender,
- Age,
- Race,
- Religion,
- Sexual preference,
- Disability.

Contact the Training Manager, Mr Garry Thyer, if you feel you have been discriminated or harassed. Mr Thyer can provide confidential support and information about options to deal with such situations.

If your complaint however is against Mr Thyer, then you are encouraged to bring your complaint to Mr Paul Jones, CEO of Arbortrim.

The Use and Disclosure of Personal Information

The information that is provided to Arbortrim will be used to offer, provide and continue to improve its services to the student.

Arbortrim will not otherwise, without written consent, use or disclose personal information for any purpose unless it would reasonably be expected that such purpose is related to the offer, provision and improvement of Arbortrim educational or assessment services and benefits to the student, or where such purpose is permitted or required by law.

No information about the students will be released over the telephone. This means that staff cannot take messages for students, or confirm that students are attending classes or are even enrolled. Images of students will only be used with written permission, except in the issuing of course completion cards for that particular student.

Students may, at any time, request access to the personal information that is collected or otherwise held or acquired by Arbortrim in relation to them.

Disciplinary Procedures

Any student who is found to be cheating, harassing other students or staff, or breaking the law in any other way, will face disciplinary action. This may involve asking the student to leave the course immediately, and in some cases may involve a report to the Police.

The following are examples of unacceptable behaviour or actions:

- Any misuse, legal or illegal, of any vehicles, machinery or property of Arbortrim Australia,
- Any unsafe or illegal practice,
- The possession of alcohol or prohibited drugs,
- The conduct of business for private gain,
- The possession of animals on Arbortrim's, or training & assessment property (unless required for disability assistance),
- Dishonesty in training and assessment activities,
- Damage of equipment,
- Obstructive behaviour,
- Disorderly, disruptive or harassing behaviour,
- Non-payment of fee requirements,
- Harassment or discrimination towards any other person,
- Non-declaration of a pre-existing medical, mental or physical condition which may be accelerated or increased due to training or assessment.

Gross misconduct may result in suspensions or expulsion from Arbortrim training, and/or assessment programs.

8. GENERAL INFORMATION

Location:

Unit 3, Number 59 Wray Crescent,
Mt Evelyn, VIC, 3796

Opening Hours:

Mt Evelyn Office is open: Monday to Friday, 08:30am to 05:30pm.

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All Arbortrim training is conducted externally; at Client supplied venues, or at commercial or public training venues. Details of training venues are supplied in the booking form to all students and employers.