



Student Handbook

Skills. Jobs. Safe Workplaces.

Call 1300 366 015



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Arbortrim Australia Pty Ltd trading as Arbortrim Training and Consultancy RTO
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WELCOME

Welcome to both prospective and enrolling students.

This Student Handbook contains important information regarding the training offered by Foresite Group incorporating Arbortrim Australia Pty Ltd (“Arbortrim”), the role and responsibilities of students, including their expected behaviour and conduct. Also included is information regarding a range of procedures and processes that a student may need to access or use during their course of training.

Take your time to read and understand the information provided and ask any questions you may have. This is a very important document; keep it safe for future reference.

STUDYING THROUGH THE RTO

Arbortrim Australia was established in 1995 and in 2014 the Foresite Group took over ownership and management of the company.

Arbortrim Australia is a Registered Training Organisation, (RTO) accredited with Worksafe Victoria for Elevated Work Platform (EWP) licence assessment. They also work closely with government, public service agencies and private businesses to develop and deliver tailored training solutions for the vegetation management workforce and providing specialist training in powerline vegetation control.

Arbortrim Australia delivers training and assessment services for tree workers, arborists and managers involved in tree management and urban forestry working in the arboriculture industry and offers qualifications and short courses suitable for a wide variety of job roles in vegetation management such as arboriculture, landscaping, horticulture, forestry, urban planning, parks and gardens and consultancy.

Training centres, facilities and trainers

Our Training Centres and facilities are designed to maximise training outcomes. Plant, equipment and vehicles are modern and well maintained and we ensure all our trainers are qualified, accredited and sourced from industry to ensure they deliver current industry standards.

OUR OBLIGATION AS YOUR RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the Vocational Education & Training (VET) Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well.

As the RTO we have the responsibility to issue your Australian Qualifications Framework (AQF) certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

COURSE LOCATIONS

Arbortrim Australia is registered to deliver and assess its programs nationally. Although its offices are located in Victoria, however some courses are offered in other state and territory locations within Australia. Arbortrim Australia can provide additional training solutions as accredited training over and above the range listed below. Courses can be tailored to meet the needs of industry customers including delivery within the workplace. Further information can be provided by contacting one of our Arbortrim representatives.

All of the courses and units of competency (the training products) listed above have been developed in consultation with industry and lead to a Nationally Recognised Training outcome. Employability and Foundation Skills are embedded within each training product.

In Victoria Arbortrim Australia delivers training from the following locations:

Head Office Location

105 South Gippsland Hwy Dandenong South Victoria 3175

Office Hours

Monday to Friday, 08:30am to 05:30pm.

Contact Details

Phone: 1300 366 015

Email: enquiries@arbortrim.com.au Web: www.arbortrim.com.au

Delivery Site 1

105 South Gippsland Hwy Dandenong South Victoria 3175



Delivery Site 2

11 - 22 Banfield Court Truganina VIC 3029



GETTING TO AND FROM OUR LOCATIONS

Both locations have ample free car parking on site for students

Dandenong

Training Site Address: 105 South Gippsland Hwy Dandenong South

Bus Route 892 Dandenong Railway station to Casey Central SC

Bus departs Dandenong station from Bay 13 and stops outside of our location. Travel time from Dandenong station to our location is approximately 11 minutes.

The following bus routes have stops at approximately 1km walking distance from our location:

- Smart Bus Route 901 Frankston to Melbourne Airport
- Route 893 Cranbourne Park Sc – Dandenong station

However, both buses (and many others!) run to Dandenong station allowing for connection to the 892 bus.

Truganina

Training Site addresses: 11 Banfield Crt Truganina & Unit 1, 34-36 Banfield Crt Truganina

Public transport options in close proximity to our location are limited however We have a couple of complimentary courtesy buses which pick students up from a number of locations in the morning and operate in reverse in the afternoon. This service is available Monday to Friday.

Please note: departure times are strict, so students are advised to arrive earlier than the times listed below to ensure they are ready for the arrival of the bus.

Pick up point: Sunshine Station

Departure time: 7.20am

Where to meet the bus:

On the Western side (Hampshire Road), look for the Black Foresite Bus with Yellow strips

Pick up point: Laverton Railway Station

Departure time: 7.50am

Where to meet the bus:

On the Southern side Opposite the Fire Station, look for the Black Foresite Bus with Yellow strips

Pick up point: Thomastown Station

Departure time: 7.00am

Where to meet the bus:

On the High Street side – Round drop off area– opposite the Post Office, look for the white mini bus with Foresite Group branding

Pick up point: Broadmeadows Station

Departure time: 7.30am

Where to meet the bus: *On Pascoe Vale Rd side. Cross over Pascoe Vale Road to the Caltex Service station. Look for the white mini bus in side street alongside the Service Station.*

For more information regarding public transport options contact www.ptv.vic.gov.au

SELECTION AND ENROLMENT

The RTO accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date. To apply to enrol in a course, you must complete an Enrolment Form/Application.

Before you make a decision to enrol in a course, you are encouraged to fully understand:

- the course purpose and structure
- the course entry requirements
- scheduled delivery/course dates
- associated personal commitment in terms of time and outside study requirements
- course costs shown in the Student Statement of Fees and Student Fee Agreement, especially those for consumable and equipment not covered by the course fees
- the learning outcomes including any pathway opportunities.

If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, CV or other evidence, prior to the course commencing.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts, so we can assess your application for Credit. See the section on Credits in this Handbook below.

As part of the entry requirements you may be required to attend a Pre-Training Review (PTR) and Enrolment Form to confirm your suitability for the course. You will also be required to complete a task participation and medical checklist together with a language, literacy and numeracy (LLN) evaluation, prior to enrolment. The outcomes of these will be used to determine suitability of the course and will also be reviewed by a qualified assessor to identify students in need of support. Business Development Managers (BDMs) and administrative staff collate the results and assessor comments from the Pre-Training Review and Enrolment Form. Details of a student who the assessor has identified as being in need of support, for example in relation to language, literacy, numeracy and/or disabilities are passed on to the relevant Training Manager. The Training Manager will review the information provided, assess the learning needs and determine whether the student's training and assessment program is to be adjusted. The Training Manager will also liaise with the student to develop a strategy to support the student. The information collected as part of this process and the outcomes are entered into the Student Management System. A report containing information regarding students who require additional support or adjustment to their training because of their learning needs, is generated and provided to the trainer. The report advises a student's learning support requirements and the strategy and/or support processes put into place for a student.

Government Subsidised Training

Arbortrim Australia is contracted to deliver training and assessment for nationally recognised qualifications, with the Department of Education, Training and Employment (DET) in Victoria. Government funding for training places, eligibility and levels change from time to time, therefore all students should be aware if their enrolment in a qualification is being subsidised.

Skills First program

This agreement allows Arbortrim Australia to offer government subsidised training places to eligible students. This training is delivered by the Victorian and Commonwealth Governments under the Skills First program and may affect future training options and eligibility for further government subsidised training under other Victorian and /or other Government Funded training programs.

Further information is available at: <http://www.education.vic.gov.au/skillsfirst/Pages/about.aspx>

CREDIT TRANSFER

A Credit Transfer (CT) is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

The RTO can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the *Credit Application Form* and submit it as part of your enrolment/application. You can apply for Credit at any time, however it is best you do this as part of your enrolment, so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. You will be advised in writing of the outcome of your Credit Application.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

The RTO has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence. A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process. From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees in the Course Outline or upon contacting us.

For more information about submitting an application for RPL, contact the head office.

UNIQUE STUDENT IDENTIFIER (USI)

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means unless you have an exemption issued by the USI registrar that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

COURSE INDUCTION

At the start of your course you will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting, as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

STUDENT CODE OF CONDUCT

All students are expected to abide by this Code of Conduct during their participation in their course with the RTO. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures.

1. Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information the RTO holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to the RTO on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

2. Students' responsibilities

All students, throughout their training and involvement with the RTO, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to the RTO in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work as required.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify the RTO if any difficulties arise as part of their involvement in the program.
- Notify the RTO if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

3. Legislation

This Student Code of Conduct is informed by the following pieces of legislation, with which all students must comply.

Commonwealth

- Age Discrimination Act 2004
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Copyright Act 1968
- Disability Discrimination Act 1992 – Education Standards 2005
- Sex Discrimination Act 1984
- Australian Human Rights Commission Act 1986

Victoria

- Equal Opportunity Act 2010
- Information Privacy Act 2000
- Occupational Health and Safety Act 2004
- Working with Children Act 2005
- Racial and Religious Tolerance Act 2001
- Charter of Human Rights and Responsibilities

Queensland

- Anti-Discrimination Act 1991
- Education and Training Legislation Amendment Act 2009
- Fair Trading Act 1989
- Information Privacy Act 2009
- Right to Information Act 2009
- Work Health and Safety Act 2011

New South Wales

- Corporations (Queensland) Act 1990
- Anti-Discrimination Act 1991
- Education and Training Legislation Amendment Act 2011
- Education Legislation Amendment Act 2009
- Fair Trading Act 1989
- Fair Trading Regulation 2001
- Fair Work (Commonwealth Powers) and Other Provisions Act 2009
- Industrial Relations Act 1999
- Industrial Relations Amendment Act 2009
- Information Privacy Act 2009
- Right to Information Act 2009
- Vocational Education, Training and Employment Act 2000
- Work Health & Safety Act 2011

Tasmania

- Personal Information Protection Act 2004
- Freedom of Information Act 1991
- Archives Act 1983

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by the RTO focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Many of our courses are delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time. Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, a workplace component, and homework.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

COURSE PROGRESS

All students are required to maintain satisfactory course progress. Students are required to have satisfactorily completed 50% of the scheduled assessment tasks in the units delivered in the first half of their training program schedule (e.g. if a course is scheduled to run for a total of 10 weeks, the student must have successfully completed 50% of the assessment tasks undertaken in the first five weeks of the training program).

Where a student's course progress is unsatisfactory Arbortrim Australia may decide to initiate the withdrawal of the student from the training program. The student has the right to appeal the decision and can refer to the *Complaints and Appeals Policy and Procedure and Form*.

Note that course progress may also be referred to as academic progress.

ATTENDANCE AND HOMEWORK REQUIREMENTS

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

All students are required to be punctual in their attendance to class out of courtesy and respect to the trainer/assessor and fellow students. Trainer Assessors reserve the right to restrict students from entering the class until an appropriate break in the session e.g. morning tea and lunch.

All students are required to maintain satisfactory course attendance. The RTO may initiate the withdrawal of a student from a training program when a student is:

- absent for four consecutive scheduled class days; or
- their absence exceeds 10% of the scheduled course duration.

The RTO expects that students will attend a minimum of 90% of class time to enable the required learning to be delivered.

Students are asked to call the Administration office at Phone:1300 366 015 to advise of absence. Absences due to illness require a medical certificate to be provided (certificate courses only).

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline and Student Workbook.

STUDENT PROPERTY

Arbortrim accepts no responsibility for the damage or loss of any tools, instruments, personal protective equipment or any other property belonging to students.

Students must at all times accept responsibility for safeguarding their own property.

ASSESSMENT ARRANGEMENTS

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you may have.

Submitting your assessments

You must complete all assessment tasks as required for each unit of competency/cluster/module. Written assessment tasks will be submitted directly to the trainer/assessor unless otherwise advised. The cover sheet asks you to make a declaration that the work is your own.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Your assessor will provide you with feedback as you progress through the training and assessment as well as confirm the outcome of the final assessment result.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have two further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your reassessment/resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

In some cases, due to regulatory requirements, no additional attempts are provided, such as, in the case of industry specific regulatory and/or licencing units.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally.

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

Work placement arrangements (where/if applicable)

If you are required to participate in any work-based training and assessment this information will be included in the applicable Course Outline. In these cases, you may be required to complete a Student agreement that specifically outlines your responsibilities and requirements while undertaking any work placement or work-based activities. The employer will also be required to sign an agreement with the RTO to ensure all parties are aware of their roles and responsibilities as part of the course delivery and student participation.

Practical Training Off site arrangements (where/if applicable)

The safety of our staff and participants in course is our first priority. Where training is undertaken within an employer worksite, the responsibility for safe work systems is with the employer. Our Trainer Assessor reserves the right, without recourse to cease training at any point where there are unsafe work practices and or risk to the safety of themselves as well as their participants is identified.

STUDENT PLAGIARISM AND CHEATING

The RTO has a no tolerance policy for plagiarism and cheating. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparation of the work.

When you undertake and/or submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or cheated in any way.

If you are found to have plagiarised, or cheated, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised or cheated, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Refer to the *Plagiarism and Cheating Policy*

EDUCATIONAL AND SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths. The enrolment forms you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs. We provide students with a broad range of educational and support services including qualified trainers and assessors, learning resources, training facilities and equipment, and student support services. Support is offered to students throughout the entire training and assessment process commencing from the time of enrolment through to completion.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Personal counselling.

Contact us at Phone:1300 366 015 Head Office if you need to discuss your support needs.

Staff

Business Development Managers

Our Business Development Managers (BDM) are responsible for ensuring potential students are provided with accurate and sufficient information to make an informed choice about their enrolment. The BDM will conduct your pre-training review including Literacy, Language and Numeracy assessment and will manage the enrolment process to ensure you are enrolling into an appropriate course. As part of the enrolment process the BDM will review the Student Handbook contents with you and answer any questions you may have about the course and/or the enrolment agreement.

Qualified Trainers/Assessors

All of our RTO Trainer Assessors meet the requirements of the Standards for Registered Training Organisations (RTOs) 2015 which means they hold qualifications, possess extensive industry experience and have current skills and knowledge in both the subject matter being delivered and in training and assessment practices.

Administration/Course coordinator

In cases where you need to advise that you are unable to attend or require information about your course including the timetable and your course progress, or if you need to discuss your support needs, you can contact the administration team and/or course coordinator on Phone:1300 366 015 Head Office.

Training and Assessment Resources

Every student will receive a Student Learner Guide, Student Workbook and Student Assessment appropriate to the course they are enrolled in. These resources have been developed to assist you to get the most out of your training and may include additional information, classroom activities, quizzes, technical diagrams and the Assessment plan and student instructions. Your trainer and/or assessor will explain these resources at the commencement of your course. Equipment and training facilities required for on-the-job and/or simulated workplace training are reviewed by our Trainer Assessor prior to the commencement of any training and assessment to ensure that the required resources are provided.

First Aid & Accidents

Any accident must be reported to the trainer/assessor immediately. All RTO Trainer Assessor staff hold current equivalent Level II First Aid qualifications (i.e. HLTAID003 Provide first aid) and can provide the initial first aid response.

EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, the RTO provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you. In the first instance you are encouraged to contact our office on Phone:1300 366 015 Head Office for advice and /or referral to appropriate support services.

Reading and Writing Hotline

Telephone: 1300 655 506 Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Telephone: 131021 Website: www.centrelink.gov.au

If you are completing a full-time course you may be eligible for benefits through Centrelink.

Australian Apprenticeship Centres (AAC)

Telephone: 1800 639 629 Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

The Victorian Equal Opportunity & Human Rights Commission

Telephone: (03) 9281 7100 Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Victoria

Telephone: 1800 677 402 Website: <http://www.legalaid.vic.gov.au>

Legal Aid Victoria helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas of criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline and the service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

Telephone: 1800 55 1800 Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting the Kids Help Line, who provide access to telephone, web and email counselling.

Fair Work Australia

Telephone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better. Feedback and input from students and other stakeholders will be sought, analysed and acted upon, where necessary, on a regular basis. Information gained will form part of any review of materials and in the validation and moderation processes. Most important, is the collection of data from learners and employers relating to their expectation and experience of our services. Data sources have been selected to provide a balance of qualitative and quantitative information.

Course evaluation forms are provided to learners' mid-way through their course and also upon completion. All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete.

Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that the RTO holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the *Access to Records Request Form* outlining which records you wish to access.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file

Amendment to records

If a student considers the information that the RTO holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third-party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, the RTO will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the *Change of Details Form*.

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, the RTO must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. The RTO has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others.

Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on site.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with the RTO emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.

Harassment, victimisation or bullying

The RTO is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. The RTO will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per the RTO *Complaints and Appeals Procedure* and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by the RTO aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with the RTO.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

The RTO provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc. as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

PRIVACY POLICY

In collecting your personal information, the RTO will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

A full copy of our *Privacy Policy* is available at <https://www.arbortrim.com.au/>

FEES, CHARGES AND REFUNDS

The RTO sets and collects fees and charges for its services and facilities, including facilitating access to subsidies and financial support for eligible students, in accordance with relevant regulatory, contractual and business requirements. This policy and procedures applies to fees, charges, refunds and fee protection applicable to the provision of training including clients undertaking training under a Government Funded Training Contract or fee-for-service arrangements.

This policy and related procedures applies to those:

- Customers booking courses; and
- Individuals enrolling and participating in courses.

It outlines referral requirements regarding short and structured courses booked by customers where a minimum number requirement is a condition of the course booking.

All refund applications are to be submitted to Management or the Administration Team who will assess the refund application.

All refund information is to be made available to clients prior to enrolment through:

- Student Information Handbook
- The RTO's website
- Policies & Procedures

The Course Outline includes information about Course Fees and payment terms. Course fees are calculated for each student independently based on a number of factors including course and unit selection, eligibility for government subsidised training, applications for RPL or credit transfer, previous fees paid and eligibility for concessions. You will be provided a Student Statement of Fees and Student Fee Agreement when you complete the Enrolment Form.

Course fees are subject to change given individual circumstances of the student and the timing of the training program. For detailed information regarding fees and/or a quotation please refer to the Fee Schedule on the website at: <https://www.arbortrim.com.au/> or contact us on Phone:1300 366 015.

Students who do not pay their course fees in full will have their certificate or statement of attainment withheld until all outstanding monies have been paid.

All tuition fees for accredited training are GST free.

Refer to our *Fees and Refunds Policy and Procedures*.

COMPLAINTS AND APPEALS

The purpose of this policy and procedure is to outline the RTO's approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be acknowledged, addressed, and recorded in a fair, efficient and confidential manner. The RTO acknowledges and agrees that it will respond to and co-operate in good faith with any complaints handling mechanism or process required by regulatory bodies, for the purpose of resolving student complaints or other issues in relation to the RTOs Training Services.

This policy and related procedures ensures compliance with Standard 6 of the RTO 2015 Standards, and any applicable RTO Government Funding Contracts.

A full copy of our *Complaints and Appeals Policy* is available at <https://www.arbortrim.com.au/>

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

The RTO reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where the RTO is not permitted to do so by law.

The RTO must have a valid USI on file prior to the commencement of training for the student, for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our *Fees and Charges* section for the current fee.

WORKPLACE HEALTH & SAFETY

The Workplace Health & Safety Act 2011 applies to all staff, students and visitors to the RTO.

Arbortrim is very serious about its commitment and responsibility for workplace health & safety and asks that students assist in ensuring the safety of its sites by:

- immediately reporting any identified risks/hazards to an RTO staff member
- following the RTO policies and procedures
- cooperating and following all instructions provided by RTO staff
- cooperating with management and Trainer Assessors, and adhere to instructions on safe work practices
- taking care to ensure their personal health and safety and the health and safety of others.

The wearing of Personal Protective Equipment and clothing (PPE) is mandatory in many of the courses delivered by Arbortrim.

Students are welcome to bring their own PPE to courses, but these will be checked by the trainer/assessor for suitability. Arbortrim will provide all task specific PPE required for specific courses. Students must supply their own safety boots and helmets as Arbortrim does not supply these PPE items.

Trainer Assessors will not allow students to participate in training and assessment if the correct PPE is not worn and students may be requested to leave the session and, in some cases, face disciplinary processes.

Arbortrim Training & Consultancy will:

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

ALCOHOL & DRUGS

Arbortrim Australia Pty Ltd is committed to providing a safe training environment and to looking after the wellbeing, health and safety of all students and staff. Therefore, we have a NO ALCOHOL and NO DRUGS policy. This means the use of or possession of alcohol and/or drugs in our Training Centres is forbidden and any breach will result in disciplinary action by the RTO.

Training using various plant and equipment including chainsaws, ropes, pulleys and, harnesses, elevating work platforms, ladders for example are high risk activities, therefore you must be drug and alcohol free to participate in training to ensure everyone's safety.

Arbortrim Australia Pty Ltd reserves the right to enforce a student to undertake a breath or blood test before we agree for the student to undertake any training and or assessment.

Students thought to be under the influence of alcohol or drugs will be removed from the training program immediately without exception. The Chief Executive Officer (CEO) or delegate will conduct an interview of any student removed from a training program if suspected under the influence of alcohol and / or drugs. Further investigation will determine if the student is fit to return to training. The RTO reserves the right to enforce a student to undertake a formal medical, breath or blood test before we agree for the student to return to training. Students found in possession of or under the influence of drugs and or alcohol may be withdrawn from the course and lose the right for a refund of any fees paid.

If you are taking any prescription medication we ask you to disclose this information to your Trainer Assessor, as some medications may affect behaviour or cause drowsiness or other symptoms that may be present as if you are under the influence of drugs or alcohol.

Students should refer to the RTO *Student Disciplinary Policy and Procedures*.

STUDENT DISCIPLINARY POLICY AND PROCEDURES

This policy and related procedures describe the processes by which the RTO manages student discipline and applies to all student and clients.

1. Academic and General Misconduct

The RTO will be vigilant in the management of student misconduct. For the purposes of this policy, a breach of conduct is defined as either academic or general misconduct.

Academic Misconduct includes, but is not limited to:

- Cheating
- Plagiarism
- Any other conduct by which a student seeks to gain for themselves, or any other person, any academic advantage or advancement to which they, or that other person, is not entitled.

Academic Misconduct is dealt with under the *Plagiarism and Cheating Policy and Procedure*. Please refer to this document for further information.

General Misconduct includes, but is not limited to:

- persistent disruptive behaviour
- behaviour which is lewd or obscene taking photographs or filming other participants or staff without their permission (including posting on Facebook and other social media without permission)
- use of mobile telephones and iPods during classroom or workshop activities
- behaviour that constitutes discrimination, victimisation or harassment
- attending the RTO premises under the influence of alcohol and/or non-prescription drugs
- consuming alcohol or non-prescription drugs at the RTO premises
- smoking on the RTO premises outside designated smoking areas
- verbal abuse
- physical assault on a member of RTO staff, fellow students or members of the public
- any behaviour that causes a person on or in the immediate vicinity of the RTO premises to feel intimidated, threatened or to hold reasonable fear for their safety or physical or psychological well-being
- abuse and misuse of tools and equipment
- wilful or malicious damage or destruction of facilities, equipment, materials or property on the RTO premises, regardless whether it is RTO property or private property
- theft of property on the RTO premises, regardless whether it is RTO property or private property
- carrying, using or being in possession of a prescribed or regulated weapon or dangerous article
- engaging in behaviour, or failing to follow instructions, which results in themselves or other persons being put at risk of harm
- failing to follow the reasonable direction or instruction of RTO staff or other person in supervision
- failing to follow road traffic laws when on, or leaving RTO premises
- encouraging, persuading or inciting another person to engage in improper or inappropriate conduct
- failing to comply with the RTO policies and procedures

Students witnessing breaches of conduct are encouraged to report these to a RTO representative.

2. Student Discipline

The RTO will treat all breaches of conduct seriously. The RTO will conduct a fair and equitable investigation, which will give the student the right to be heard. The relevant Training Manager and/or Senior Managers will determine whether the allegation has been substantiated and apply an appropriate level of action or penalty.

3. Appeal

The student has the right to appeal the outcome of an academic or general misconduct decision.

Refer to the RTOs Student Disciplinary Policy and Procedures and *Complaints and Appeals policy and procedures*.

DEFERMENT, SUSPENSION OR WITHDRAWAL

The RTO reserves the right to suspend or withdraw a student from a training program. This process, referred to as RTO initiated suspension or withdrawal, may be implemented on the grounds of:

- unsatisfactory attendance
- misbehaviour
- a serious breach of policies and procedures
- unsatisfactory course progress
- medical concerns.

A student may apply to defer or withdraw from their training program (student-initiated deferment or withdrawal). To do so they are required to complete an Application to Defer, Suspend or Withdraw/Cancel from Training Form and submit the completed application to their BDM or to Administration or their trainer.

Refund of fees will be made in accordance with the RTO *Fees and Refund Policy and Procedures*.

A copy of the RTO *Deferral, Suspension and Withdrawal Policy and Procedure and Form* can be requested from Administration or accessed through the website www.arbortrim.com.au

STUDENT FORMS

A copy of all the RTO Policies, Procedures and Forms can be requested from Administration or accessed through the website www.arbortrim.com.au