



# Student Handbook

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# Welcome

Welcome to Arbortrim. This handbook will guide you through how our training works, what we ask of you, and the support you can expect along the way.

As a Registered Training Organisation, we're proud to deliver high-quality, nationally recognised training that prepares you for real opportunities in the workforce. Whether you're starting your training journey or building on your skills, we're glad to have you with us.

Our mission is simple: training that's practical, industry-relevant, and focused on you. We know every student has different goals and challenges, and we're here to support you every step of the way.

## **For prospective students**

Choosing a training provider is a big decision. At Arbortrim, you'll find hands-on learning, expert trainers, and strong industry connections. Our courses are built to give you the skills and confidence to step into the workforce or advance in your career.

## **For current students**

Thank you for trusting us with your training. You can expect a safe, supportive, and engaging learning environment. Our trainers and staff are here to help you succeed – not just in your studies, but in your career.

## **Our commitment to you**

- Quality training: nationally recognised programs aligned with industry needs
- Practical experience: learning that prepares you for real work
- Supportive environment: guidance and encouragement whenever you need it
- Safety first: your wellbeing in the classroom and on site is always our priority

We look forward to sharing your training journey and celebrating your success. Thank you for choosing Arbortrim – where skills meet opportunities.



# About Arbortrim

Arbortrim is part of Foresite Group. Our brands include Foresite Training, Arbortrim and OnSite Recruitment. Combined, we are the leading provider of:

- Civil construction and transport and logistics training in Victoria.
- WorkSafe high risk licensing including forklift and elevating work platform training in Victoria.
- Heavy vehicle licensing in Victoria.
- Aged, disability and community care training in Tasmania.
- Arboriculture training nationally.



OnSite recruits for the industries we train, including warehousing, driving, construction, arboriculture and landscape maintenance. No other recruiter has access to the unique candidate pool created by our students or access to the range of equipment to verify their competency.

Our businesses offer expert knowledge and trusted relationships, providing a consistent personal approach that our students, candidates, employers and employment service providers continue to value.

Together we train 5,000 students and place 1,000 people into employment each year.

Scan this QR code or visit [www.arbortrim.com.au](http://www.arbortrim.com.au) to explore all our training options.



# What Is Vocational Education and Training (VET)?

VET is all about learning by doing. Unlike school or university, where much of the focus is on theory, VET prepares you for work with practical skills you can use straight away.

You'll learn hands-on skills by operating real equipment, practising tasks, and solving problems. Because VET courses are linked to jobs industries need right now, the training connects directly to real opportunities. All qualifications are nationally recognised across Australia (though you should check licensing requirements in your state or territory). Whether you're looking for your first job, stepping up into a better role, or planning further study, VET gives you pathways.

In practice, that might mean driving a heavy vehicle instead of just reading about road rules, using a forklift in a warehouse rather than learning from paper, or supporting an older person with daily activities. In care and education, you'll gain confidence by practising tasks in simulated settings and then applying them during placements in real workplaces like aged care facilities, disability support services, or early learning centres.



Training is designed to be interactive and focused. Classroom time is short and to the point, giving you just what you need to know before heading into practical learning. Most of your time is spent getting hands-on with tools, machinery, or workplace tasks.

Assessment works differently too. VET uses competency-based training, which means you're not competing against other students or aiming for marks. Instead, you're assessed on whether you can show the skills and knowledge industry requires. You'll be marked as Competent (C) when you can perform a task safely, correctly, and confidently, or Not Yet Competent (NYC) if you need more practice. If you already have experience, Recognition of Prior Learning (RPL) may be granted. You'll have opportunities to practise and repeat assessments until you can demonstrate competence — the goal is building confidence, not catching you out.

VET works best for people who like learning by doing. It's practical, active, and focused on real-world tasks. More than just a course, it gives you the confidence to step into a workplace and know you belong there.



# Learning with Arbortrim

At Arbortrim, learning is practical, supportive, and focused on getting you job-ready. Many of our students learn best by doing, so our courses give you the chance to practise until you feel confident and competent.

## How our training works

- Practical experience is a priority, with most of your time spent completing tasks and operating equipment.
- Classroom sessions so you understand what you're doing before you get back into practice.
- Everything is taught to reflect industry standards – so that you work safely, correctly, and with confidence.

## Schedules and facilities

You will be provided with a clear schedule, so you always know what's ahead. Some courses are designed to be completed in a few days, while others run over several weeks or months with regular contact days.

Our campuses at Hallam, Laverton North, and Moonah include modern classrooms, simulation areas, and industry-grade equipment. You'll also have access to learner guides, workbooks, and online tools, along with safe, supervised spaces where you can practise without pressure.

## Support for students

Our trainers are approachable industry professionals who guide you step by step. Our admin and office team can help with enrolments, funding, and paperwork, while learning support is available if you need extra help with reading, writing, or technology. We also provide reasonable adjustments for students with additional needs — because everyone deserves the chance to succeed.

## Safety first

Your safety is our top priority. You'll receive clear safety briefings before using equipment, trainers will supervise you closely until you're ready, and we promote a culture of looking out for each other.

## What it's like to learn with us

Learning with Arbortrim is about more than gaining a qualification. It's about:

- Confidence: knowing you can step into a workplace and do the job.
- Support: having people around you who want you to succeed.
- Practical skills: gaining the experience that employers value.
- Pathways: opening doors to jobs, promotions, or further training.

At Arbortrim, you won't just sit in a classroom — you'll learn by doing, build real skills, and be supported every step of the way.



# Our Commitment to You

At Arbortrim, our commitment is simple: to protect your rights, keep you safe, and give you the best possible learning experience.

## **Health and safety**

Your safety comes first. We provide safe training spaces, clear instructions, and qualified supervision so you can focus on learning with confidence.

## **National recognition**

Our training is regulated by the Australian Skills Quality Authority (ASQA). This means the qualifications and units on our scope are nationally recognised and meet the highest compliance standards.

## **Privacy and your information**

Your personal details and training records are kept secure and handled in line with the Privacy Act 1988. We will never share your information without your consent, unless required by law.

## **Fairness and respect**

Every student deserves to feel safe, supported, and respected. Our training is inclusive and fair, and we do not tolerate discrimination, harassment, or bullying in any form.

## **Accurate information**

Before and during your enrolment, we'll provide clear, accurate information about your course, fees, refunds, support services, and your rights and responsibilities — so you always know what to expect.

## **Qualified trainers and assessors**

All our trainers and assessors hold the required qualifications and industry experience. They're experts in their fields and are here to support you with practical, step-by-step guidance.

## **Certification and records**

Once you achieve competency, you'll receive your qualification or statement of attainment within 30 days. We also securely maintain your enrolment records and results so your achievements are always recognised.

## **Complaints and appeals**

If something isn't right, you have the right to speak up. Our complaints and appeals process is confidential, fair, and designed to resolve issues quickly. You'll never be disadvantaged for raising a concern.



# Unique Student Identifier (USI)

Every student completing nationally recognised training in Australia needs a Unique Student Identifier (USI). Think of it as your personal education number — it records all the training you complete in one secure place.

Your USI is a 10-character code made up of letters and numbers. It connects to an online account where your results from different registered training organisations (RTOs) are stored together. Keep your USI details somewhere safe (like your tax file number or bank account login) so you can log in anytime to view your training history and download transcripts.



## Why you need a USI

- It's a legal requirement for anyone doing nationally recognised training in Australia.
- Without a USI, Arbortrim cannot issue your qualification or statement of attainment.
- It makes it easy to see all your training records in one place, even if you move states or change training providers.

## How to get your USI

- Most students create their USI online at [www.usi.gov.au](http://www.usi.gov.au)
- You'll need a valid form of ID, such as a driver's licence, Medicare card, or passport.
- If you'd like help, our student support team can guide you through the process when you enrol.



# Application and Enrolment Process

We want your enrolment to be simple and stress-free. Here's what to expect, step by step — from your first enquiry through to officially starting your training.

## 1. Enquiry

Get in touch with us by phone, online, or in person. We'll help you explore your options, answer questions, and make sure the course is the right fit for your goals.

## 2. Pre-Training Review (PTR) and LLN

You'll complete a pre-training review including a short language, literacy, and numeracy (LLN) assessment and a suitability assessment. This ensures the course matches your skills and ambitions and highlights any extra support you may need.

## 3. Credit Transfer (CT) and Recognition of Prior Learning (RPL)

If you've already completed the same units elsewhere, you can apply for credit transfer, so you don't repeat learning. If you've gained skills through work or life experience, you can apply for RPL by providing evidence like references, logbooks, or work samples. This may shorten your training.

## 4. Funding and fees

We'll confirm your funding options and provide a clear statement of fees, including concessions where applicable. Everything is transparent, so you know the costs before you commit.

## 5. Identification and USI

Depending on the course you are enrolling in, you'll need to provide photo ID and a valid Unique Student Identifier (USI). For licensing courses (like heavy vehicle or high-risk work), you must also meet regulator prerequisites.

## 6. Student agreement and confirmation

You'll receive your statement of fees, sign your enrolment form and training plan (where required), and get confirmation of your start date, timetable, and location. At your first session, we'll welcome you, go through safety procedures, and introduce you to your trainers.



# Fees, Funding and Refunds

We want you to understand how fees and refunds work before you enrol. This way, there are no surprises, and you can make an informed decision.

## Fees

All course fees are published on our website, the Schedule of Fees or your personalised Statement of Fees.

- Fees vary depending on the course, government funding eligibility, concessions, credit transfer (CT), or recognition of prior learning (RPL).
- For nationally recognised training, we cannot collect more than \$1,500 from students before training begins. If your fees are higher, you'll be placed on a payment plan.

If you're having trouble paying, contact us. Training may be suspended if fees are overdue. Unpaid fees may be referred to a debt collector and you may be withdrawn from your course.

## **Victorian Government Funding (Skills First)**

Some courses may be subsidised under the Skills First program. If you're eligible and a funded place is available, your tuition fees will be lower.

- You must be an Australian citizen, permanent resident, or New Zealand citizen, training in Victoria or an approved border area.
- You can access a maximum of 2 subsidised qualifications, and 2 subsidised skill sets per year, and no more than 2 programs at the same time.
- Being eligible doesn't guarantee a subsidised place — allocations depend on our Skills First contract.
- We'll confirm your funding, concessions, or full-fee status in writing before enrolment.

Concessions and waivers (Skills First only):

- Concessions apply if you hold a Health Care Card, Pensioner Concession Card, Veteran's Gold Card, or are in the Asylum Seeker VET program (Certificate IV or below).
- Fee waivers may apply for eligible students, such as Aboriginal and Torres Strait Islander learners, people on youth justice orders, or prisoners at Judy Lazarus Transition Centre.

## **Tasmanian Government Funding**

Some courses in Tasmania may be subsidised by the Tasmanian Government. If you're eligible and a funded place is available, your tuition fees will be reduced.

- You must be an Australian or New Zealand citizen, or hold permanent residency, and live in Tasmania during training.
- Normally you can only access one subsidised training place at a time, though exceptions apply for workforce need.
- Concessions are available for eligible card holders, and extra support may be available for Aboriginal and Torres Strait Islander students.



- As with Skills First, eligibility doesn't guarantee a funded place — it depends on government allocations.



## Refunds

The Fees and Refunds Policy is accessible on our website, please click on the link or scan the QR code below.

[Policy\\_Fees and Refunds](#)



To request a refund, submit a Refund Application Form within 28 days of withdrawal or cancellation. Refunds depend on when and why you withdraw. We'll assess your request and respond in writing within 14 days. There are no refunds for non-attendance, late arrival, or misconduct.

## Appeals and Consumer Rights

- You can appeal any refund decision under our Complaints and Appeals Policy.
- These processes don't affect your rights under Australian Consumer Law.



# Student Code of Conduct

Every student has the right to learn in a safe, respectful, and supportive environment. By enrolling with us, you agree to follow this Code of Conduct to ensure the well-being and success of everyone.

## Respect for Others

- Treat fellow students, trainers, and staff with courtesy and respect.
- Abusive language, bullying, harassment, intimidation, or discrimination will not be tolerated.

## Attendance and Participation

- Attend all scheduled classes and practical sessions. Arrive on time and notify us if you can't attend.
- Participate fully in learning activities.

## Learning with Integrity

- Complete assessments by the due date and ensure it is your own work. Cheating or plagiarism is not allowed.
- AI can be used for research, ideas and language support. Responses to assessment questions must be your own work and not copied from AI tools.

## Safety

- Follow all Trainer instructions and signage to maintain safety. Wear PPE as directed by the Trainer.
- Always act in a way that protects your safety and the safety of those around you.
- Do not use phones at any time when operating a vehicle or machinery.

## Violence

- There is zero tolerance for violence or threatening behaviour (physical, verbal, or online).
- Possession of weapons will result in immediate removal and referral to police.

## Property and Equipment

- Use training resources responsibly, and with care. Do not damage or misuse the facilities, vehicles, machinery or equipment.
- Take responsibility for the security of your personal belongings. Do not steal or take property that doesn't belong to you.



## **Alcohol, Drugs, Smoking and Vaping**

- You must not attend training under the influence of, or in the possession of, alcohol or drugs.
- Smoking is not permitted outside of designated outdoor smoking areas.

## **Communication**

- Provide accurate enrolment details and keep your contact information up to date.
- Seek assistance when required - we are here to support you.

## **Breaches of the Code**

1. Your Trainer may speak with you, provide a verbal warning, and record the issue.
2. Formal action may include a written warning, suspension, or withdrawal.
3. Serious misconduct will result in withdrawal from training, and possible referral to police.



# Attendance Requirements

Your attendance at Arbortrim is critical for your success. Regular attendance ensures you gain the skills, knowledge, and supervised practice needed to be assessed as competent and to meet government and compliance requirements.

## Our expectations

- Be on time. Classes and practical sessions start promptly. Being late disrupts other students and may be recorded as an absence.
- You are expected to attend all scheduled classes. This is essential for you to meet the course requirements and funding rules.
- If you cannot attend, you must let us know before class by phone or email.
- If your attendance drops to unacceptable levels, you may be at risk of withdrawal from your course.

## Supporting you

- We'll check in with you if your attendance drops or if you're falling behind.
- We'll work with you to identify support options if circumstances are affecting your ability to attend.

Attendance is not just about showing up — it's about fully participating in your program to ensure you get the most out of your training.



# Traineeships

A traineeship lets you earn while you learn. You'll work in a real job while completing nationally recognised training with Arbortrim. This means you can build your career — while being paid and supported on the job.

## What is a traineeship?

A traineeship is a legal agreement (called a training contract) between you, your employer, and Arbortrim. It outlines the qualification you are working towards, the training and assessment you'll complete with us, and the support and supervision your employer must provide. All training contracts are overseen by the state regulators such as the Tasmanian Traineeships and Apprenticeships Committee (TTAC) and the Victorian Registration and Qualifications Authority (VRQA) to ensure fairness and compliance with state requirements.



## How it works

You will be employed in a real job that directly relates to your qualification. We will develop a personalised training plan with you and your employer. This plan explains what you'll learn, how you'll be assessed, and when, and it is reviewed at least twice a year.

At work, you'll always have a nominated supervisor who supports you, provides feedback, and ensures your safety. Every traineeship begins with a probation period (usually 60–90 days, depending on the qualification). During this time, either you or your employer may end the contract if it is not the right fit. Your traineeship is considered complete once you have been assessed as competent in all required skills and knowledge — not just after serving time.

## Why choose a traineeship?

A traineeship offers the chance to gain real skills in the workplace while being paid. You'll build confidence through practice, not just theory, and finish with a nationally recognised qualification that employers across Australia value.



# Assessment Process

At Arbortrim, assessment is competency-based. This means you're assessed on whether you can demonstrate the required skills and knowledge to the standard expected in industry. It's not about marks or grades — it's about proving you are job-ready.

## How assessment works

- You'll complete a mix of tasks such as written questions, practical demonstrations, projects, and workplace activities.
- Your assessor will explain each task clearly, so you know exactly what's expected.

## Work placement

For aged care, disability support, or early childhood education qualifications, you must complete a set number of hours in a real workplace. During placement:

- You'll be observed by both your workplace supervisor and your Arbortrim assessor.
- You'll complete logbooks, journals, or reflective tasks as evidence of your learning.
- All required placement hours and tasks must be completed before you can receive your qualification.

If issues come up during placement, our student support team will help you resolve them.

## Reasonable adjustment

If you have a disability or other support needs, assessments can be adapted to suit you. This may include extra time, oral questioning instead of written tasks, assistive technology, or flexible scheduling. Adjustments cannot change the learning outcomes or lower industry standards. If you think you'll need adjustments, let your trainer know early.

## Competency outcomes

- Competent (C): you have shown the required skills and knowledge
- Not Yet Competent (NYC): you need more practice or evidence before you can be marked competent
- Recognition of Prior Learning (RPL) granted: your prior skills and experience meet requirements
- RPL not granted: your prior evidence doesn't fully meet requirements

## If you are Not Yet Competent

- You'll receive feedback on areas to improve.
- You'll be given another opportunity to complete the tasks (note: additional fees may apply in some programs — see your Statement of Fees).
- If still not yet competent, your trainer will discuss extra support or further training options with you.





## **Extensions and special circumstances**

If illness, injury, or personal circumstances prevent you from completing an assessment on time, notify us as soon as possible. Evidence (such as a medical certificate) may be required.

## **Appeals process**

If you disagree with an assessment decision, you have the right to appeal.

- Appeals must be made in writing within the timeframe set out in the Complaints and Appeals Policy.
- An independent assessor will then review your case.

## **What this means for you**

Assessments at Arbortrim are designed to prepare you for the workplace. You'll get clear instructions, constructive feedback, support when you need it, and fair opportunities to demonstrate your skills.



# Academic Integrity and AI Use

At Arbortrim, your assessments must show your own skills and knowledge. Academic integrity means being honest and fair in all your work. Cheating, plagiarism, or misusing Artificial Intelligence (AI) tools is serious misconduct and may lead to disciplinary action.

Cheating is any attempt to gain an unfair advantage, such as:

- Submitting work you didn't do yourself.
- Using unauthorised notes or devices during a test.
- Allowing someone else to complete your work.

Plagiarism means presenting someone else's work as your own. This might include:

- Copying text directly from the internet, books, or other sources without referencing.
- Rewording another person's writing without acknowledgement.
- Using someone else's research, data, or files as if they were your own.

AI tools (like ChatGPT, Copilot, or Gemini) can support your learning, but they must not complete assessments for you.

- Acceptable use: researching background information, brainstorming ideas, checking spelling and grammar, or clarifying difficult concepts.
- Unacceptable use: generating answers, creating fake data or records, writing reflective pieces, or producing assessment content on your behalf.

For every assessment, you'll sign a declaration confirming the work is your own. If you've used AI, you must state which tool and how. Trainers may also ask questions, review drafts, or use detection tools to confirm authenticity.

Breaking these rules is academic misconduct. Possible outcomes include:

- Resubmitting or repeating the assessment.
- Disciplinary action under the Student Code of Conduct.
- Referral to external authorities in cases of fraud or criminal misuse.

Arbortrim's AI Policy is accessible on our website, please click on the link or scan the QR code below.



# Support Services and Wellbeing

At Arbortrim, we're here to support you through your learning journey. Sometimes that means direct help from our trainers and staff, and sometimes it means connecting you with specialist services outside Arbortrim. Either way, our goal is to make sure you feel supported both in your studies and in life.

## Training support

We want you to succeed, so we'll work with you to provide the right learning support. This may include:

- One-on-one help from trainers and assessors.
- Extra assistance with language, literacy and numeracy (LLN).
- Flexible learning plans or reasonable adjustments.
- Assistive technology or alternative formats for learning materials.
- Regular feedback to keep you on track

To access support, talk to your trainer during or after class, or contact our Student Support Officer on 1300 366 015 or [enquiries@Arbortrimtraining.com.au](mailto:enquiries@Arbortrimtraining.com.au)

## Wellbeing support

We know that challenges outside the classroom can affect your studies. Our wellbeing support can include:

- Advice and referrals for personal, financial, or accommodation issues.
- Guidance on managing mental health and links to professional counselling.
- Peer mentoring and initiatives to build positive connections.
- Mediation to help resolve disputes fairly.
- Support with sensitive issues that may arise during your course.

If we connect you with an external service such as counselling, medical, legal, or financial support, any fees charged will be your responsibility. You can speak to your trainer or make an appointment with our Student Support Officer to get started.

## Reasonable adjustment (equal access)

All students deserve equal access to training and assessment. If you have a disability, health condition, or other factor affecting your learning, we can work with you to provide adjustments such as extra time, flexible assessments, or assistive technology. Everything you share with us is kept confidential. Please talk to your trainer early, or contact the Student Support Officer to discuss your needs.



## **Emergency and critical incidents**

If you or someone you know is in immediate danger:

- Call 000 for police, fire, or ambulance.
- Notify your trainer or the Student Support Officer as soon as possible if the issue relates to your training environment.

## **External support services**

Sometimes you may need help beyond what we can provide. Here are trusted services you can contact directly:

National

- Beyond Blue – 1300 22 4636 (mental health)
- Headspace – 1800 650 890 (young adult mental health)
- Lifeline – 13 11 14 (24/7 crisis support)
- 1800RESPECT – 1800 737 732 (domestic/family violence)
- Kids Helpline – 1800 55 1800 (under 25s)
- National Relay Service – 133 677 (hearing/speech)
- NDIS enquiries – 1800 800 110 (disability support)
- Expression Australia – advocacy for people who are deaf or hard of hearing

Victoria

- Safe Steps – 1800 015 188 (family violence)
- Victorian Aboriginal Health Service – (03) 9403 3300
- Foundation House – (03) 9380 0700 (support for survivors of torture/trauma)
- Traveller and refugee health services – available in Melbourne metro
- Job Active – contact your nearest provider for employment support

Tasmania

- Mental Health Helpline – 1800 332 388
- Mental Health Council of Tasmania – (03) 6224 9222
- Relationships Australia Tasmania – 1300 364 277
- Aboriginal Health Service Tasmania – (03) 6234 0777
- Family Violence Counselling and Support Service – 1800 608 122
- National Debt Helpline – 1800 007 007 (financial counselling)
- Legal Aid Tasmania – 1300 366 611
- Tenants' Union Tasmania – (03) 6223 2641 or 1300 652 641



# Diversity and Inclusion at Arbortrim

At Arbortrim, we celebrate the diversity of our students and staff. Everyone deserves to learn in an environment that is safe, respectful, and inclusive. We believe diversity enriches the learning experience, and every individual has the right to be treated with dignity. This commitment runs through everything we do — from enrolment and marketing to the way we deliver training and assessments.

## **Our commitment in practice**

We aim to provide fair access to all students, using clear course information and transparent fees and funding processes. Our enrolment and marketing processes are designed to welcome students from all backgrounds, and we work to ensure that no one is unfairly disadvantaged.

## **A safe and inclusive learning environment**

We have zero tolerance for racism, discrimination, bullying, or harassment. Trainers, support staff, and managers are available if issues arise, and mediation or conflict resolution processes are in place when needed. Flexibility is offered where possible so you can balance cultural, family, and work responsibilities with your training.

## **Supporting First Nations students**

We are committed to a culturally safe environment for First Nations people. We speak with respect about culture and knowledge, engaging with local communities and Elders, and incorporating First Nations perspectives into training where possible.

## **Equal access through reasonable adjustment**

If you have a disability, health condition, or other factor that affects your learning, we will work with you to make sure you can participate fully. Adjustments may include flexible assessments, extra time, assistive technology, or alternative formats. Support plans are developed with you and reviewed regularly, and referrals to external agencies are available if required.

## **The role of our staff**

Our staff play a key role in fostering diversity and inclusion. Through ongoing training in inclusive teaching practices and cultural safety, they adapt delivery methods to suit different learning needs, monitor classroom environments, and follow clear reporting processes if issues occur.

## **Raising concerns**

*If you feel discriminated against, harassed, or treated unfairly, there are clear steps to support you:*

1. *Speak to your trainer if you feel comfortable.*
2. *Contact the Student Support Officer for confidential advice.*
3. *Make a formal complaint through our complaints and appeals process.*
4. *Serious matters may be escalated to management or external authorities.*



# Your Feedback

Your voice matters. At Arbortrim, feedback is not “just paperwork” — it’s how we improve your training and make sure we continue to meet national quality standards.

## Why feedback is important

Your feedback helps us improve our courses, trainers, and support services. It keeps our training relevant to real workplaces, and it gives you a chance to shape the learning experience for future students. It also helps us meet the standards set by the national regulator (ASQA).

## How we collect feedback

We make giving feedback as simple as possible. You might be asked to complete short forms at the end of a block, take part in an end-of-course survey, answer quick “pulse” questions in class or online, or have an informal chat with your trainer or the Student Support team. From time to time, you’ll also be invited to complete nationally required surveys like the Learner Questionnaire.

## What we ask about

We want to hear about all aspects of your training — from the quality of teaching and resources, to how well your trainer supports you, to the accessibility of student services. We’re also interested in your sense of safety and comfort during training, and your overall satisfaction with the course.

## National surveys

The Learner Questionnaire is a national survey that asks about your trainer, your course, the facilities, and the support you received. Your answers help us improve and also contribute to national data that ensures training stays high quality across Australia. If you’re completing training through your workplace, your employer may also be invited to complete a survey. This checks that the skills we’re teaching match the needs of industry and prepare you for real work.

## What happens with your feedback

We listen carefully to what you tell us. Feedback is recorded, reviewed for patterns, and used to make improvements — whether that means updating learning resources, adjusting timetables, or improving facilities. Where changes are made, we share them with students so you know your voice has been heard.



# Complaints and Appeals

At Arbortrim, we want every student to feel safe, respected, and treated fairly. If something goes wrong, or you disagree with a decision, you have the right to speak up.

## What is a complaint?

A complaint is when you are unhappy about something related to your training, our services, or how you've been treated. This could involve the enrolment process, the quality of training or assessment, the behaviour of staff or students, or how your support needs have been managed.

## What is an appeal?

An appeal is when you ask us to review a decision we have made. Common examples include the result of an assessment, a decision about fees or refunds, or the outcome of a previous complaint.

## Your rights

Making a complaint or appeal is free. You will always be treated fairly, and your concerns will remain confidential. You may bring a support person to any meetings. We aim to resolve matters quickly — usually within 30 days. If the issue cannot be resolved internally, you can request an independent review or contact an external agency such as ASQA or the National Training Complaints Hotline.

## How to make a complaint or appeal

1. *Speak with your trainer or a staff member if you feel comfortable.*
2. *If the issue isn't resolved, complete a Complaints and Appeals Form (available on the website or at reception).*
3. *We will confirm receipt of your form in writing within 3 working days.*
4. *Management will review and investigate your concern.*
5. *You will normally receive a written decision within 30 calendar days.*
6. *If you're not satisfied, you can request an independent review or contact an external complaints body.*

## External options

If you are not satisfied after using our process, you may contact:

- National Training Complaints Hotline – 13 38 73.
- ASQA (Australian Skills Quality Authority) – for complaints about training quality or compliance.
- Other agencies such as Consumer Affairs or the Ombudsman, depending on the issue.

Scan this QR code or click on the link below to access our full Complaints and Appeals Policy. [Complaints-and-Appeals-Policy](#)



# Issuing of Certification

When you finish your training, you deserve clear proof of what you've achieved. At Arbortrim, we follow national standards so your certification is accurate, secure, and recognised across Australia.

## What you will receive

If you complete a full nationally recognised course, such as a Certificate III or a Diploma, you'll receive a qualification testamur. All nationally recognised qualifications include the Nationally Recognised Training (NRT) logo, showing that your training meets Australian standards. The logo is not used for non-accredited courses. You'll also receive a record of results, showing each unit and the outcome.

If you complete only some units, you'll receive a statement of attainment, which records the units achieved even without finishing the full course.

## When you'll receive it

Your certificate or statement of attainment will be issued within 30 calendar days of finishing all assessments and paying any outstanding fees. To receive your certification, you must have a Unique Student Identifier (USI) - we will verify this before issuing your documents.

## Keeping your records safe

We keep a secure register of every qualification, statement, and record of results for 30 years. Assessment evidence is stored for at least 2 years. If you lose your document, we can reissue it exactly as originally provided. Fees may apply.

## Changes to training products

If your course is updated, we will support you to complete it within the allowed timeframe or help you transfer into the new version. If a qualification or unit is deleted from the national register, you must finish within the required timeframe to receive certification.

## What this means for you

- Complete a full course and you'll receive an official nationally recognised qualification valued by employers.
- Complete individual units and you'll receive a statement of attainment.
- Your records are stored securely and can be reissued if needed.
- You'll be supported if your course is updated or replaced.



# Privacy

We respect your privacy and are committed to protecting your personal information. Our Privacy Policy explains how we collect, use, store, and share your information in line with Australian law.

## Why we collect information

We collect personal details so we can enrol you in training, keep accurate records, meet government and regulatory requirements, and issue your qualifications, statements of attainment, and Unique Student Identifier (USI).

## What we collect

This may include your contact details, date of birth, identification, education and work history, language and literacy test results, and records of your training, assessments, and fees. In some cases, we may also collect sensitive information, such as details about a disability, so we can provide the right support.

## How it's used and stored

Your information is used only for student administration, training delivery, and reporting. It is kept secure in locked files or password-protected systems, and we will never provide it to third-party marketers without your consent.

## When it may be shared

In some cases, we are required by law to share information with government bodies, regulators, or auditors such as ASQA, the USI Registrar, or NCVER. Information may also be shared if necessary to prevent a serious threat to life or health, or where otherwise authorised by law.

## Your rights

You have the right to access your records, ask for corrections if something is wrong, and opt out of marketing communications. If you believe your privacy has not been handled properly, you can make a complaint under our complaints and appeals policy. If you're not satisfied with the outcome, you may also contact the Office of the Australian Information Commissioner.

Scan this QR code or click on the link below to read our full Privacy Policy. [Privacy-Policy](#)



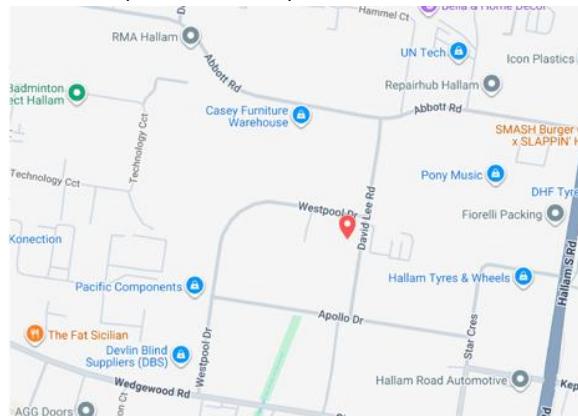
# Our Contact Details

## Contact us

If you need help, have questions, or want to give feedback, you can reach us at:

Phone: 1300 366 015. Email: [enquiries@arbortrim.com.au](mailto:enquiries@arbortrim.com.au) Website: [www.arbortrim.com.au](http://www.arbortrim.com.au)

### Hallam (Head Office)



### 5-11 David Lee Road; Hallam; VIC 3803

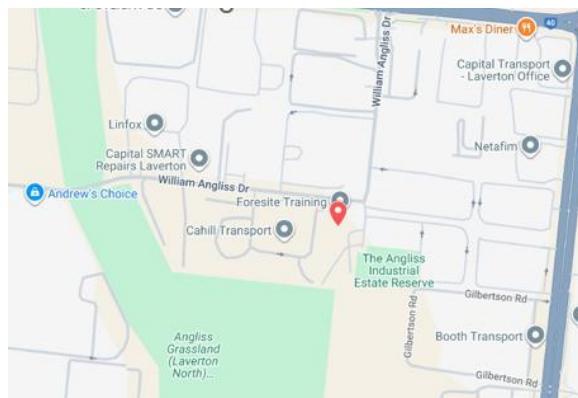
Phone: 1300 366 015

Public transport:

Bus routes 828 or 893 from Dandenong Station serve the Hallam site.

From Hallam Station rear car park, follow the route via Star Crescent to David Lee Road

### Laverton North



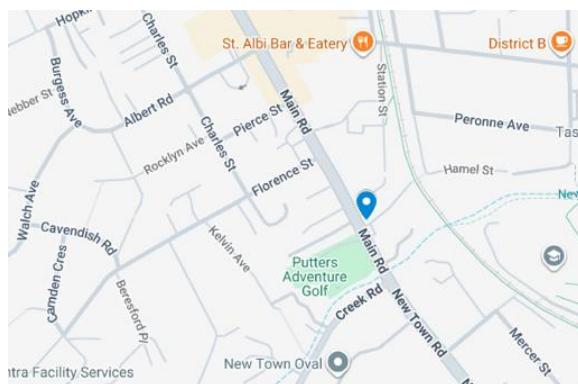
### 92-94 William Angliss Drive; Laverton North; VIC 3026

Phone: 1300 366 015

Public transport:

Bus 417 from Laverton Station also stops nearby

### Moonah



### 9 Main Road; Moonah; TAS 7009

Phone: 03 6214 5056

Public transport:

Metro Tasmania routes 500–522 and 722 (every 10–30 mins)

