

# STUDENT HANDBOOK



**ARC**  
INSTITUTE OF BUSINESS

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## INTRODUCTION

Welcome to ARC Institute of Business (ARC). This handbook is designed to provide you with information about us and the services we provide, to guide you through your rights and responsibilities as a student of ARC Institute of Business and what you can and should expect from us during your time studying with us.

Before you complete your enrolment, please be sure that you have read this handbook and understood its contents. If you do not understand anything, please ask us by calling or emailing us.

## ABOUT US

As a Registered Training Organisation (RTO no. 41548), ARC operates within the Standards for Registered Training Organisations 2015, which is legislation under the national Vocational Education and Training Regulator Act 2011 and are monitored by the Australian Skills Quality Authority (ASQA). These standards are intended to ensure that all providers deliver consistent, high quality, vocational education and training.

ARC Institute of Business will:

- conduct its business with honesty, diligence and integrity
- comply with all Commonwealth, state and territory legislative regulatory requirements
- provide a high standard of training using trainers/ assessors who are appropriately qualified and have extensive industry experience
- deliver, monitor and review its training and assessment strategies to ensure optimal student outcomes
- ensure all students have access to the Recognition of Prior Learning (RPL) process
- ensure discrimination against age, sex, sexual preferences, race, colour, educational background, marital status, economic status and religion does not occur
- provide a complaint, appeals and grievance procedure and opportunities for reassessment
- encourage feedback and evaluation from students, trainers and industry
- maintain accurate, confidential and secure student and financial records

## CONTACT DETAILS

ARC Institute of Business can be contacted via the following:

**Head Office:** Suite 1/200 Toorak Road  
South Yarra VIC 3141

**Telephone:** (03) 9827 2828

**Email:** [rtoarc@outlook.com](mailto:rtoarc@outlook.com)

**RTO Administration:**

**Telephone:** 0432 672 322

**Email:** [info@arcib.edu.au](mailto:info@arcib.edu.au)

## TRAINING PACKAGES/COURSES

ARC Institute of Business delivers vocational training as listed on its scope of registration. The full list of our scope of registration, including all qualifications and units of competency can be found at:

<https://training.gov.au/Organisation/Details/41548>

## TRAINERS/ASSESSORS

Trainers and assessors within the vocational education sector are expected to have completed the Certificate IV in Training and Assessment (TAE40110). All trainers contracted by ARC Institute of Business hold this qualification as a minimum.

Our trainers also hold qualifications in their field of expertise as well as having many years' experience in the industry.

Trainers will provide you guidance, support and advice during your training/assessment and are always available to answer any questions you have relating to any part of your program.

The Trainer/Assessor is expected to ensure that:

- *Students are informed about the assessment prior to it taking place, including information about how it will be delivered, graded and results*
- *Assessments are only delivered in their area of expertise*
- *Assessment conditions are appropriate to the assessment being undertaken*
- *No student is unfairly excluded from undertaking assessment*
- *Students are provided with the opportunity to discuss any circumstance that may preclude them from undertaking the assessment and allowances are made for any disability or special need*
- *Students are provided with the opportunity to provide feedback on the assessment or assessment procedure prior to and after the assessment*
- *Students are aware of options available should they not pass an assessment or re-assessment.*
- *All students are assessed in a consistent reliable manner, using the guidelines provided by ARC*

## ENROLMENT

Before enrolling, ARC Institute of Business will inform all students about the training, assessment and support services to be provided, and about their rights and obligations. Prospective students seeking to enrol with ARC Institute of Business are admitted using fair, equitable and transparent procedures based on clearly defined, consistent, and equitable criteria.

We will ensure that all students are fully informed of what skills and knowledge the course covers, whether the course will provide them with a qualification or a specific skill set and whether it will provide them with pathways to specific employment opportunities and/or other qualifications.

Students will be provided with clear, accurate and up-to-date information, enabling them to make an informed choice about our services. The information provided will be in a format that is easy to access and understand and will consider the potential student's abilities and access to information.

Our enrolment process requires you to complete an enrolment form and provide as much relevant information as possible to ensure we provide training to suit your needs. All information collected is kept confidential and subject to our Privacy Policy. A copy of this policy is available upon request.

ARC does not guarantee successful completion of a course or employment after the conclusion of a course.

## COMPUTER ACCESS/USAGE

All prospective students are advised that they are required to have basic computer skills to complete our course and have reliable internet access to undertake various assessments.

## FEES & CHARGES

Information on relevant tuition fees, amenities charges and payment requirements are provided to prospective students upon enquiry and are clearly identified in any correspondence issued.

ARC Institute of Business does not hold a Tuition Assurance Scheme and therefore will never collect more than \$1,500.00 in advance from our students.

## REFUND POLICY

ARC Institute of Business will give due consideration to issuing a refund to a student under the following circumstances:

- Where a student enrolls in a qualification or unit of competence that is postponed by ARC and a new commencement date allocated. The student will be provided with the opportunity to either commence on the amended commencement date or withdraw with a full refund.
- If an enrolled student decides to cancel and not participate in a qualification within 14 days of commencement, a \$50 administration fee will be charged and if applicable, the remainder of the fees refunded.
- Where a student cancels their enrolment after 14 days of commencement, fees paid up to date of cancellation are not refundable.
- If a student withdraws from a course at any time due to extenuating circumstances, a full refund (less any costs incurred, including the administration fee) will be made if suitable evidence of such circumstance is provided to ARC.
- Should a student choose to postpone their enrolment to commence later (within three months), the fee paid will be retained and transferred to the new enrolment. If the student does not subsequently commence, the preceding refund policy principals will apply.
- Any students seeking a refund must complete and submit the Application for Refund Form, available from ARC.

All refunds are paid directly into the students' nominated bank account.

## RECOGNITION OF PRIOR LEARNING

All nationally recognised qualifications are based on demonstrating competence against set criteria.

ARC Institute of Business recognises that students will have acquired skills from a variety of different sources. These skills are valid irrespective of how they were acquired.

Students who believe they already possess the skills and knowledge that is covered in their training program can apply to have these assessed via Recognition of Prior Learning (RPL). This may significantly reduce the timeframe of completion for the course.

Students can apply for RPL at any time during their course, however it is optimal that a student speaks to ARC prior to commencing their training so that appropriate documentation and processes can be put in place to assist the student start the evidence gathering process.

Students are provided with instructions detailing the type of information and documentation they will be required to gather to demonstrate RPL for the unit.

This portfolio of evidence is reviewed by ARC to determine if the student's experience and prior learning meets requirements of the unit of competency for which RPL is being sought. Evidence must confirm the students' current and existing skills and knowledge. This may include but is not limited to:

- ***Copies of Statements of Attainment and/or Certificates from other Registered Training Organisations;***
- ***Copies of relevant formal qualifications obtained in other countries (if applicable)***
- ***Copies of references and testimonials from suitably qualified people;***
- ***Employment related documents, resumes***
- ***Financial Plans, Cash flow forecast, Business Activity Statements***
- ***Letters from Accountants***
- ***Statutory declarations of work and experience***
- ***Any other information that may be relevant.***

The portfolio of evidence will be assessed taking the following will be taken into account:

- **Authenticity:** The evidence submitted is the student's own work
- **Currency:** The evidence provided is still current and performable
- **Sufficiency:** The evidence provided covers all aspects of the unit
- **Validity:** The evidence provided covers the broad range of skills required to perform the areas being assessed
- **Historical evidence**
- **Recent evidence**
- **Evidence during the assessment**

If a student is unable to gather sufficient evidence to demonstrate RPL, they will be required to undertake training and assessment activities related to that unit.

We encourage any student who believes that they meet the requirements of RPL to contact us at the start of their course.

## ASSESSMENT STANDARDS

All assessments conducted by ARC Institute of Business will:

- *Comply with the assessment guidelines defined in the relevant nationally endorsed training package, including trainer/assessor qualification requirements.*
- *All satisfactorily completed assessments will lead to the issuing of a statement of attainment or a qualification under the Australian Quality Framework (AQF) where a person is assessed as competent against the nationally recognised units of competency in the applicable training package.*

## COMPETENCY BASED ASSESSMENT

Competency Based Assessment simply recognises you as competent, or not competent.

To achieve a “Competent” outcome you must successfully demonstrate competence in each assessable section of each unit. Competency means using your skills and knowledge to perform tasks and duties appropriately in situations to the standard expected in the workplace consistently over time.

All assessments undertaken by ARC will meet the requirements of the relevant Training Package.

ARC Institute of Business will only assess within its scope of registration.

All assessments will follow the Principles of Assessment as follows:

- **Valid** All assessments provided to learners demonstrate actual knowledge and performance.
- **Flexible** All assessments can be undertaken in a variety of ways to meet the individual requirements of the learner. This includes recognition of prior competencies (see RPL section) For example, a student with a broken arm can be given a test orally rather than a written test.
- **Reliable** All learners undertake assessments at the same level and will result in a consistent interpretation.
- **Fair** All assessments are fair and will not disadvantage or unfairly advantage any learner or learner group.

All assessments will meet the Rules of Evidence which are closely related to the principles of assessment. The provision of a comprehensive assessment tool will ensure that the following rules are met:

- **Authentic** An assessor must be assured that the evidence presented for assessment is the learners own work.
- **Current:** Currency of assessment relates to the age of the evidence presented by learners to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence must be current or recent.
- **Sufficient:** Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly.
- **Valid:** The assessor is assured that the student has the skills and knowledge as described by the unit of competency.

## ASSESSMENT CRITERIA

All students will be informed of the context and purpose of any assessment and the assessment process prior to undertaking the assessment. This will include information on the assessment method and the option for alternative assessment methods if required, to accommodate special needs or circumstances.

## ASSESSMENT METHODS

Assessment methods will ensure that focus is on the application of the skill and knowledge as required and will include both theoretical and practical assessments.

ARC Institute of Business ensures that students are assessed in enough detail to ensure that assessors can determine that students have attained competency. Assessment methods used by ARC include, but are not limited to the following:

- *Theory Assessments (open book questionnaire)*
- *Skill Assessment (made up of several practical tasks)*
- *Competency Assessment (general questionnaire)*
- *Documented Evidence \**
- *Referee Testimonial\**
- *RPL Competency Conversation\**

(\*RPL assessments only)

All assessments will comply with equity and cultural issues without compromising the integrity of the assessments.

All learners are to be provided with ample notice and information regarding the assessments prior to the assessments to prepare and practice.

All assessment feedback is only provided to the learners and employers (where applicable). All feedback provided is designed to provide the student will further skills and knowledge on the unit being assessed.

Completed assessments are marked either “satisfactory” or “not satisfactory”. Completed units will be marked as “Competent” or “Not Yet Competent”. ARC does not grade assessments with a percentage mark.

## ASSESSMENT AUTHENTICITY

All submissions of evidence and other information for assessment must be of your own doing and you must have been responsible for the outcomes portrayed in such documentation. This includes, but is not limited to, written and practical tasks, evidence portfolios, photographs and referee testimonials.

All assessment tasks must have been completed by yourself and contain no material or answers written by any other person. Assistance from an external party may be granted in certain circumstances following a request to ARC Institute of Business.

Sanctions may include:

- *immediate cancellation of enrolment without refund*
- *required attendance at a meeting or interview (see complaints and appeals policy)*

Any actions undertaken are purely at the discretion of the CEO of ARC. Students are encouraged to keep copies of their work for their own records.

## RE-ASSESSMENT

Students who are marked as “Not Yet Competent” will have the opportunity to be reassessed after further study and at a pre-arranged, mutually agreed time.

When a student is unable to show competency in all or part of a unit, where appropriate, their Trainer/Assessor will provide them with further instruction/training and feedback. Reassessment will then take place at a mutually agreed time. This re-assessment may only cover the portion of the unit that the student was unable to originally show competency.

Should a student be unable to demonstrate competence after multiple attempts at an assessment, there may be an additional tuition fee charged to undertake the unit again, (which will be calculated individually, but no more than \$300.00 per unit). This will be discussed at length with the student prior to a decision being taken.

## APPEALS AGAINST ASSESSMENT

Students who wish to dispute an assessment outcome may do so by following the below steps:

1. Discuss the result with their trainer/assessor using the assessment and feedback already provided.
2. If the student still disagrees with the result provided, they can request that the assessment is re-marked by the trainer.
3. If the student disagrees with the new (re-marked) result, they will be required to put in a formal request (in writing) to the CEO of ARC Institute of Business who will organise for the assessment to be sent to a suitably qualified external party who will re-mark the assessment. This will form the result for the assessment in question. In the event of the student appealing against a workplace assessment, a suitably qualified assessor/contractor may be engaged to undertake the re-assessment at the workplace at a mutually agreeable time.
4. After this, if the student is still dissatisfied, they will need to follow the complaint and appeals process including escalation to ASQA.

## CHANGE OF DETAILS

It is expected that students advise ARC Institute of Business promptly of any change in address, phone number, email address, or any other details in writing (by email).

## DEFERRING YOUR STUDIES

Deferral means you remain enrolled as a student, but your study is stopped until you take this up again at a pre-approved time. Deferral can only be granted to enrolled students who have commenced their studies.

Students who wish to apply for deferment of a position in a course should contact their Trainer in the first instance to discuss the issues that are preventing successful completion of their course.

A formal written request (email or letter) to ARC Institute of Business stating the circumstances and reasons for wishing to defer is required for consideration of the deferral request. Deferrals are not automatically granted and generally only one deferral is available up to 6 months. If approved, official documentation to support the deferral will be generated.

Students will be contacted approximately one month prior to the date they have nominated as a return. There are no fee refunds granted on deferral.

## COURSE WITHDRAWAL

Students who no longer wish to continue their studies should discuss this with their Trainer. If they still wish to withdraw from study, the student needs to provide an email to info@arcib.edu.au, so processes can be followed, and their student file can be officially closed.

## ISSUE OF COMPLETION DOCUMENTATION

Upon successful completion of your course you will be issued with completion documentation (Certificate and Record of Results or Statement of Attainment) within 30 days. All documentation is issued directly from ARC Institute of Business and measures have been undertaken to reduce the possibility of replication by fraud.

No completion documentation will be issued until students are fully financial.

*Please note that ARC Institute of Business is unable to issue any documentation until a Unique Student Identifier has been provided and verified.*

## REPLACEMENT OF DOCUMENTATION

Should you lose or damage your completion documentation, replacements can be provided at a cost. All requests for replacement documentation must be made in writing using the *Request for Replacement Document* form which is available on request.

You will need to provide details of the course you completed, the year completed and name you completed it under. An administrative fee to cover searching, validation and processing of the replacement completion document applies. The cost to replace a certificate/statement is \$20.00.

If a document is lost in the mail because it was sent to an old address and the student has not informed ARC of their new contact details, a new certificate will attract the re-issue fee of \$20.00.

## STUDENT SUPPORT AND WELFARE

ARC Institute of Business will assist all students in their genuine efforts to complete our training programs.

If you are experiencing any difficulties with your studies we recommend that you seek assistance from your trainer in the first instance, or another staff member of ARC.

We will ensure that the full resources of our organisation are made available to assist you accessing the required level of completion required.

Should you be experiencing any personal difficulties you should make contact directly with ARC Head Office who will assist you to the full extent of their capacity.

If your needs exceed our support capacity, we will refer you onto an appropriate external agency. You can seek immediate support by contacting:

<b>Police/Fire/Ambulance</b> Ring 000	<b>Alcohol and Drug Information Service</b> 1800 177 833	<b>Men's Line Australia</b> 1300 789 978
<b>Interpreting Services:</b> 13 14 50	<b>National Sexual Assault, Family &amp; Domestic Violence Counselling Line</b> 1800 737 732	<b>Quit line</b> 13 18 48
<b>Poisons Information Centre</b> 13 11 26	<b>Lifeline</b> 131 114	

## REASONABLE ADJUSTMENT

Reasonable adjustment is an action undertaken by ARC Institute of Business to assist a student with an identified disability or special need. This affords the student the same opportunities to complete the course as those who may not face the same difficulties.

Any adjustments made will be based on the students' ability to participate and achieve outcomes.

Adjustment for a unit of competency may take the form of:

- *Customising resources and/or activities*
- *Adjusting the assessment modality*
- *Extra support for LLN where identified*
- *Additional time to complete learning materials and/or assessments*
- *Oral testing*

If known, students are expected to advise ARC of any specific special requirements prior to enrolment.

## LEARNER SUPPORT

All course training and assessment materials provided to students by ARC Institute of Business are written in English. Students are expected to be able to read and understand English to a level required to successfully complete the training. Students will also be required to understand, submit and understand limited numerical calculations.

Should a student identify as requiring additional support at enrolment, such as literacy or numeracy support, ARC will provide support on a case by case basis to the limit of its abilities. This may include verbal assistance from the trainer and/or referral to websites which may equip the student with additional skills and knowledge. After this, should students require further assistance, they may be referred to appropriate external agencies. Information of such is available on the **Language, Literacy and Numeracy Assistance** form available on from ARC.

Referrals will be provided to specialist literacy and numeracy assistance agencies where appropriate. This may attract an extra cost to the student.

## ACCESS AND EQUITY

ARC Institute of Business adheres to principles of access and equity and maximises outcomes for all students by ensuring that all programs and services are relevant, accessible, fair and inclusive.

ARC will promote its services in a manner that includes and reflects its diverse student population and ensures that all such students are well informed about the options available to them. We will provide appropriate quality education and training programs and services to all people, without discrimination.

ARC will ensure its policies and procedures promote equal opportunity and are understood and implemented by all staff and representatives

ARC will always ensure that, students are made aware of any of any changes that may affect their ability to complete any part of their training. This may include a change of assessor, a change to the training package or any other unforeseen circumstance.

## STUDENT RIGHTS

Students have the right to expect ARC Institute of Business and their representatives to:

- *provide quality training in line with current industry expectation*
- *provide learning resources to support their training*
- *be treated with respect by all representatives of ARC*
- *inform about course content and understand/inform about assessment requirements*
- *provide information regarding any policy/procedure which may impact upon study*
- *hold personal information in confidence*
- *give students the opportunity to provide feedback regarding their studies, trainers, and any other aspect of their training*

## STUDENT CODE OF CONDUCT

All students are expected to work with ARC Institute of Business to ensure a safe and productive learning environment by always demonstrating sensible behaviour.

Students must:

- *treat Trainers and other ARC representatives in a courteous manner*
- *respect the rights of other workers and trainers regardless of gender, race, culture, age, religion, gender preference and abilities.*
- *conduct themselves in a professional manner*
- *not attend training or assessment activities under the influence of alcohol, drugs or other substances*
- *during training and assessment activities, mobile phones are to be switched off as appropriate. Phone calls are not to be made or answered unless of emergency or extenuating circumstances which has been approved in advance with the Trainer.*

## STUDENT PERFORMANCE MANAGEMENT /DISCIPLINARY ACTION

In circumstances where performance management and/or disciplinary action are required the student can expect the following steps to occur:

1. Trainer discusses issues of concern with the student and outlines/ confirms these discussions in writing to the student
2. If the issues remain unresolved, a meeting between the Student and the CEO of ARC Institute of Business is arranged with the student.
3. Parameters for management of the issues are discussed and specific actions, outcomes and timeframes are agreed
4. These parameters will be closely monitored and if not adhered to by the student, course termination may result

This works in conjunction with the ARC Complaints/Appeals policy and procedure.

## COURSE TERMINATION

Grounds for terminating a student from a course include:

- *Continued failure to meet assessment standards despite support and guidance*
- *Continued non-submission of course assessments by the required date with no documented extenuating circumstances. ARC Institute of Business contacts students on a regular basis to discuss progression through their course. If after three months of contact not being made, despite our attempts and no submission of work received the students file will be reviewed for closure.*
- *Cheating or plagiarism*
- *Harassment, assault or bullying towards ARC trainers and assessors*
- *Bringing or consuming alcohol, drugs or other illegal substances or being adversely affected by the influence of drugs, alcohol or other substances during an assessment.*
- *Trainers will discuss the grounds for termination with the student and put forward a recommendation of action to management at ARC. The final decision to terminate a student lies with the CEO of ARC*

A letter advising the student that they are no longer enrolled in the course and that their student file has been closed will be sent.

At all times the student has the option of following the complaints and appeals policy outlined in this Handbook if they feel they have been treated unfairly.

## PRINCIPLES OF NATURAL JUSTICE

All people involved in the investigation of a formal grievance are afforded natural justice. The principles of natural justice concern procedural fairness and ensure a fair decision is reached by an objective decision maker. Maintaining procedural fairness protects the rights of individuals and ensures confidence in the process.

As outlined above, the following will be adhered to:

### **The Hearing Rule**

Any party who may be adversely affected by the complaint is given the opportunity to provide their version of events prior to any final decisions being made. The party will be provided with full, factual detail (as well as documentary evidence which is not bound by legal advice) on the allegations against them for them to formulate a response.

### **The Bias Rule**

The person who has the final say in how the complaint is resolved will be completely impartial to both parties. For example, where a student is disputing an assessment decision, the decision maker of the complaint cannot be the person who undertook the assessment.

### **The No Evidence Rule**

Any decision made will be based on logical evidence and consider all considerations, any relevant legislation and responses made by both parties.

## STUDENT RECORDS

ARC Institute of Business will maintain a system of records management that will ensure the integrity, accuracy, currency and security of all records kept. We will always operate in accordance with relevant Commonwealth, State or Territory legislation pertaining to the secure storage, retention, archiving and retrieval of records.

The safeguarding of confidential information will be managed through secure storage processes. All documents will be securely stored either as electronic data or as hard copy in a locked secure office area.

Access to all documents will be restricted to nominated management and staff of ARC Institute of Business, at the discretion of the CEO. Documentation and records will be available for retrieval from the relevant storage location in line with the ARC Institute of Business privacy policy.

ARC Institute of Business will retain records of its students' completion via a Qualifications Register and our Student Management System for a period of 30 years.

## ACCESSING YOUR RECORDS

Access to your training records must meet Commonwealth and State Privacy legislation. To access your training records, please speak to your trainer in the first instance. You may be required to put your request in writing to the CEO. Should you wish to access your records after course completion, you must provide a written request and provide two forms of identification (either sighted original or certified copy).

## PRIVACY POLICY

In accordance with the *Australian Privacy Principles*, ARC Institute of Business will collect, use, maintain, release and destroy personal information provided by our students in a manner which remains consistent with these principles and retention requirements of its registering body. This includes all personal information, *whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from such data.*

The full Privacy Policy is available to the public upon request. ARC will ensure that the privacy policy is fair, and transparent.

This policy covers how personal information is handled, including:

- *How personal information is collected, used and disclosed*
- *The personal information's accuracy*
- *How securely personal information is kept and destroyed*
- *A student's general right to access personal information*

ARC will protect, as much as is reasonably possible, all personal information about an individual whose identity is apparent, or can reasonably be ascertained, from such data.

ARC will not disclose any student's personal information collected to any other person, body or agency unless:

- *The student has consented to and is aware of the information being passed on;*
- *The use of the information is required or authorised under law; and*
- *If ARC believes on reasonable grounds that use of the information for another purpose other than what it was collected for is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person.*

A student is entitled to access their personal information that is stored by ARC Institute of Business unless they are refused under the provisions of a law of the Commonwealth that provides for such access. Should a student wish to view their personal information and records, they can apply to ARC Institute of Business for access.

Should ARC deny this request, the student will be advised in writing the reason why. ARC will commit to working with a mutually agreed third party to release data if required.

The relevant Privacy Principles observed by ARC Institute of Business are summarised as:

- Collection:** *We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.*
- Use and disclosure:** *Personal information will not be used or disclosed for a secondary purpose unless the individual has consented, or a prescribed exception applies.*
- Data quality:** *We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.*
- Security:** *We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.*
- Openness:** *We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.*
- Access:** *The individual will be given access to the information held about them, at their request. This includes anything held on the students file including assessment results and participation records (if available).*
- Sensitive Information:** *We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.*

## FEEDBACK

In line with the requirements of our registering body, all students will also be forwarded one or both of the following completion surveys:

### **Student Feedback**

Upon completion of your course you will be asked to complete a student survey. This survey provides you with the opportunity to give us feedback regarding your experiences in the course. All feedback is reviewed by the CEO as a tool for continuous improvement. We may contact you regarding your feedback.

### **Employer Feedback**

Where applicable ARC Institute of Business will obtain employer feedback about the training provided to a staff member.

ARC Institute of Business actively records all written and verbal feedback from students and students on their satisfaction with services they have received to improve its services in accordance with industry and student expectations.

## UNIQUE STUDENT IDENTIFIER

All individuals studying nationally recognised training are required to have a Unique Student Identifier (USI) or “Student Identifier”.

More information about the USI can be downloaded and viewed at the following website:

<http://usi.gov.au/Students/Pages/default.aspx>

The USI gives students access to an online record of training completed since 01 January 2015.

Students are advised that the security and confidentiality of your USI will be strictly maintained by ARC Institute of Business policies and processes.

Please be aware that ARC Institute of Business is legally unable to issue any completion documentation to students who have not obtained or provided us with a USI.

## COMPLAINTS

ARC Institute of Business prides itself on the delivery of quality education and training services and offers help, support and assistance to all students during and after their learning whilst maintaining the highest levels of integrity, responsibility, flexibility and fairness.

ARC regards a complaint as an expression of dissatisfaction about our organisation, our staff, our partners, our contracted service providers, other students, third parties engaged by ARC or anyone else acting on our behalf. A complaint may be made by a person to whom we deliver services or who is affected by our services.

ARC provides an environment where the views of students and others affected by our actions are valued and appreciated.

We are committed to the early resolution of complaints and appeals in a manner that is fair and impartial to all parties involved. The following is the process for making a complaint and if required, an appeal. Should you require, a full copy of the Policy can be made available upon request to our head office.

In the first instance, the individual who feels they have a grievance should approach the person(s) directly involved to discuss the matter or seek advice **or** support informally from other appropriate persons at ARC. Resolution via an informal process should be completed within a two week timeframe.

Should resolution not be obtained following informal attempts, students are encouraged to register a formal complaint in writing to ARC management, identifying the nature of the complaint and providing any evidence or other documentation relevant to the complaint

All formally submitted complaints or appeals are to be addressed directly to the CEO, ARC Institute of Business, Suite 1/200 Toorak Road, South Yarra, VIC 3141. Complaints are to include the following information:

- *Submission date of complaint*
- *Name of complainant*
- *Nature of complaint*
- *Date of the event which led to the complaint*
- *Attachments (if applicable)*

Complaints may be submitted in letter or email form.

ARC Institute of Business will acknowledge in writing, receipt of the complaint and then, within 10 days of receiving the written notice, review the details of the complaint and proceed as follows:

- *Verify that all required processes have been undertaken*
- *Seek additional information from appropriate staff*
- *Ensure that all persons involved in the complaint are made aware of the issue and are provided with the opportunity to present their case prior to a decision being made*
- *Arrange a meeting with the complainant to discuss their grievance and attempt to seek resolution where appropriate*
- *Review against any relevant legislative requirements*
- *Document all correspondence and record on ARC Institute of Business' complaints and appeals register*

ARC management will liaise directly with the complainant and will notify the complainant, in writing, of the outcome of their complaint, including reasons for the decision, within the 10 days of receiving the written notice. Every effort is made by ARC to achieve a satisfactory outcome by negotiation.

All complaints received will be monitored and reviewed to prevent their recurrence and to improve ARC's operations.

If ARC believe that a complaint will take more than 60 calendar days to resolve, we will ensure that all parties concerned are informed of this, the reason for the delay and that they are regularly updated on the progress of the complaint.

If a complaint is made about a third party who is representing ARC and the complaint is found to be substantiated, the third party will be dealt with as per the contract they hold with ARC.

## APPEALS

Within the complaint notification, the student will also be notified of their right of appeal. To appeal a decision, ARC Institute of Business must receive within 30 days, in writing, the reason and grounds of the appeal.

At this point, an outside party may be engaged to review the complaint, and communicate with the relevant parties to reach a satisfactory outcome. Any costs charged by the outside party will be borne by the complainant unless otherwise agreed with ARC.

If you are still not satisfied with the outcome after appeal, the student can submit a complaint to our registering body, the Australian Skills Quality Authority (ASQA). Except in exceptional circumstances, you must attach evidence to your complaint showing:

- that you have followed our formal complaints procedure, and
- our response.

ASQA's processes require you to identify yourself to ASQA as a complainant, although you may request that your identity is kept confidential throughout any investigation that ASQA undertakes. ASQA can be contacted via:

Australian Skills Quality Authority  
 Ph: 1300 701 801  
 Email: [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)  
 Website: [www.asqa.gov.au](http://www.asqa.gov.au)

Official documents and records in relation to complaints and appeals are treated with absolute privacy and confidentiality. Only persons with written authorisation and approval from ARC and the student may access records of proceedings.

Students can also choose to make a complaint via the National Training Complaints Hotline which is accessible on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or via email at [skilling@education.gov.au](mailto:skilling@education.gov.au).

## **SOCIAL JUSTICE**

ARC Institute of Business promotes fair and equitable interaction. Under Australian Law we provide an environment where all students and staff have the right to study and work in an environment free from any offensive behaviour in the form of racial vilification, bullying, sexual discrimination, disability discrimination, or other forms of general harassment or discrimination.

All students and staff should feel valued, respected and are treated fairly. ARC will ensure that all our staff understand their roles and responsibilities in creating such an environment, via a process of communication, mentoring and by setting the expected behavioural example. All our staff are aware of the processes and procedures for addressing any form of alleged harassment or discrimination.

Harassment of any form will not be tolerated. Occurrences of such behaviour must be reported to ARC Institute of Business management. ARC will also not accept racial or ethnic harassment of other staff or students.

### ***Discrimination***

Discrimination occurs when a person is treated less favourably on the grounds of a personal characteristic. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

### ***Harassment***

Is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

### ***Racial Harassment***

Occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

### ***Sexual Harassment***

Is any verbal, physical or sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

### ***Bullying***

Is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

## REPORTING DISCRIMINATION AND BULLYING

ARC Institute of Business recognise the rights of students to complain without adverse effect on assessment and strongly encourages any victims of discrimination, bullying or other forms of harassment to report the incident.

It is illegal and contrary to ARC policy for any individual to engage either directly or indirectly in retaliatory conduct against a person who files a complaint. Any person who files a complaint and believes that retaliatory actions have been taken against them must speak to the CEO of ARC Institute of Business immediately.

ARC reserves the right to terminate the employment of any individual or expel a student from training, who is seen to be behaving in an unacceptable manner as described forthwith.

## HEALTH AND SAFETY

ARC Institute of Business is committed to providing and maintaining safe and healthy workplaces for all staff, contractors and students who may be affected by our work, with the objective of preventing work related injuries and illness.

ARC, in line with relevant state and/or territory OHS legislation, will demonstrate due diligence and duty of care in the execution of its occupational health and safety obligations, including the provision of:

- A workplace that is safe to work in, with working procedures that are safe to use
- Adequate staff training in topics such as safe work procedures
- Properly maintained facilities and equipment
- A clean and suitably designed workplace

ARC Institute of Business is committed to maintaining the integrity of its Health and Safety Policy by providing safe and hazard free working conditions, practices and conduct and observing its prevailing legislative obligations.

Employees, contractors and students of ARC Institute of Business will also be responsible for observing the provisions of this policy whilst in the workplace and they must:

- Take reasonable care for their own health and safety
- Take reasonable care that their actions or omissions do not adversely affect the health and safety of other persons
- Comply, as far as is practically possible, with any reasonable instruction that is given by ARC Institute of Business to allow them to comply with relevant state/territory OHS legislation
- Co-operate with any reasonable policy or procedure of ARC relating to health or safety at the workplace that they have been notified of
- Notify ARC of any work area, plant, equipment or system of work that they believe is unsafe or conflicts with the intentions of this policy

Further, the following procedures and standards must be observed to help achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment
- Store and dispose of waste according to health regulations

- Clean walls, floor and working surfaces to meet health and safety standards
- Check all equipment for maintenance requirements
- Refer equipment for repair as required
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained
- Ensure student safety always
- All unsafe situations are recognised and reported
- Display first aid and safety procedures for all staff and students to see
- Report any identified Health and Safety hazard to the appropriate staff member as required

ARC Institute of Business Head Office is a smoke free environment.

## RELEVANT LEGISLATION

ARC Institute of Business complies with the requirements of legislation relevant to its scope of registration. Such legislation includes but is not limited to the following:

<b>Vocational Education and Training</b>	<i>National Vocational Education and Training Regulator Act 2011 – (Com.) Skilling Australia’s Workforce Act 2005 – (Com.) Standards for Registered Training Organisations 2015</i>
<b>Occupational Health and Safety</b>	<i>Work Health and Safety Act 2011 – (Com.) Occupational Health and Safety Act 2004 – (State - Victoria)</i>
<b>Equal Opportunity and Workplace Harassment</b>	<i>Equal Opportunity Act 2010 – (State - Victoria) Racial Discrimination Act 1975 – (Com.) Sex Discrimination Act 1984 – (Com.) Disability Discrimination Act 1992 – (Com.) Human Rights and Equal Opportunity Commission Act 1986 – (Com.)</i>
<b>Copyright</b>	<i>Copyright Act 1968 – (Com.)</i>
<b>Industrial Relations</b>	<i>Fair Work Act 2009 – (Com.)</i>
<b>Student Confidentiality</b>	<i>Privacy Act 1988 – (Com.)</i>

ARC Institute of Business maintains copies of all current legislation and regulatory requirements relevant to its operations and its scope of registration.

## CHANGES TO SERVICES

If there are changes to any agreed services, ARC Institute of Business will advise its students as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

## CESSATION OF BUSINESS

ARC Institute of Business commits to ensuring all students complete their training in their unit of competency. If for any unforeseen reason, we cannot deliver upon this commitment to our students, we will work with our students to obtain alternate training solutions.

If ARC Institute of Business ceases operations, we will liaise with the Australian Skills Quality Authority (ASQA) regarding the transfer of all student records.

## ACKNOWLEDGEMENT

Before you complete your enrolment, please be sure that you have read this handbook and understand its contents. If you do not understand anything, please ask us either by calling or emailing us.

By completing the enrolment process, including completing your enrolment form and paying your course fees (in full or part), you are acknowledging that you have read and understood this student handbook.

Version Control History			
Version No.	Summary	Date	Approved by
1	<i>New Document</i>	06.04.2016	CEO
2	<i>Change ARC &amp; Associates Pty Ltd to ARC Institute of Business (trading name) throughout document, minor grammar changes, new cover page, re-date footer to 2017</i>	10.09.2017	CEO
2	<i>Reviewed - updated footer year and minor format changes.. No other change</i>	16.01.2018	CEO