



ARO Educational Services

DOMESTIC STUDENT HANDBOOK

Head Office & Training Site

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ABBREVIATIONS USED IN THIS HANDBOOK

AQF	Australian Quality Framework Framework under which training packages are developed and accredited
ASQA	Australian Skills Quality Authority Australian National Regulator for VET and International Training
DET	Department of Education and Training - Federal department responsible for national policies and programmes that help Australians access quality early childhood education, school education, higher education, vocational education and training, international education and research.
RTO	Registered Training Organisation
RPL	Recognition of Prior Learning
USI	Unique Student Identifier
VET	Vocational Education and Training
VQF	VET Quality Framework Framework of standards and conditions of registration under which Registered Training Organisations are registered

WELCOME TO ARO EDUCATIONAL SERVICES

Thank you for choosing ARO Educational Services (ARO) to help you to build your career.

Embarking on study for many people is a daunting and courageous act and ARO would like to make the experience as simple and enjoyable as possible.

ARO management, training and support staff are here to help you succeed. We provide the best facilities, equipment and support services to ensure that not only are your expectations exceeded but that, when you complete your qualification, you feel confident.

However, our efforts will need to be supported by your dedication and best attitude to ensure your success.

In an adult learning environment we emphasise the importance of the spirit of open communication and cooperation by both parties.

The Student Handbook has been produced to help you navigate through the day to day issues that you must be aware of and abide by.

It includes general information, guidelines, and policies and procedures that you should keep at hand at all times.

A number of attachments are included that you must read, sign and return to us before you commence your program.

I wish you an enjoyable and rewarding experience with ARO and should you have any questions please do not hesitate to contact our Student Services Officers.

Silvia Zola-Coulson

CHIEF EXECUTIVE OFFICER

QUALITY STATEMENT

ARO Educational Services will do its utmost to deliver a quality service to all of its customers

We pride ourselves in being authentic in the courses we deliver and our response to customer needs and requirements.

We follow our documented policies and procedures, and where required make them available to all those that require them.

ARO delivers nationally recognised training qualifications and is accredited as a Registered Training Organisation under the Vocational Education and Training (VET) Quality Framework.

VET Quality Framework is supported by a strong quality assurance and continuous improvement process across all areas of ARO's operations and training.

All improvement suggestions and complaints are recorded, followed and actioned quickly. As part of our commitment to our customers, we will communicate any action take to the respondent.

The prime focus of ARO's Quality Management System is continuous improvement; improving customer satisfaction in the areas of marketing, recruitment, induction, delivery, assessment, and evaluation and support services of ARO's training courses. The system also aims to reduce costs, and to make it easier to do business.

We value the feedback that ARO receives from all our clients, whether it be through completed programme evaluation forms, customer accolades and complaints and verbal comments; it assists us to continually review, update and improve our services.

CODE OF PRACTICE**FOR TRAINING ORGANISATIONS REGISTERED TO PROVIDE TRAINING SERVICES AND ASSESSMENT SERVICES AND ISSUANCE OF NATIONALLY RECOGNISED QUALIFICATIONS****1. INTRODUCTION**

- 1.1. This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by ARO Educational Services a Registered Training Organisation registered under the Vocational Education and Training (VET) Quality Framework.
- 1.2. For the purposes of this Code 'student' refers to any person participating in education or training delivered by this organisation. A 'client' is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training service

2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1. Where ARO Educational Services' students are directly from industry or the general public ARO will conduct an appropriate assessment relevant to the qualification the student intends to undertake, to ensure that the student has the greatest opportunity to successfully complete their qualification

Where an applicant student does not meet the requirements of the assessment and ARO Educational Services is unable to provide the learning required ARO Educational Services will assist the student to access a quality and appropriate provider

- 2.2. ARO Educational Services has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students and/or clients
- 2.3. ARO Educational Services upholds a learning environment that is conducive to the success of students
- 2.4. ARO Educational Services has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of students
- 2.5. ARO Educational Services monitors and assesses the performance and progress of its students
- 2.6. ARO Educational Services ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students. Additional training is provided to teaching staff as required
- 2.7. ARO Educational Services ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses
- 2.8. ARO Educational Services is committed to access and equity principles and processes in the delivery of its services

3. ISSUANCE OF QUALIFICATIONS

ARO Educational Services issues qualifications and Statements of Attainment to students who meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook and the Quality VET Framework

4. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS

- 4.1. ARO Educational Services recognises the AQF qualifications and Statements of Attainment issued by other RTOs
- 4.2. Mutual recognition obligations are reflected in ARO Educational Services policies and procedures and information to staff and clients and students.

5. MARKETING OF TRAINING AND ASSESSMENT SERVICES

- 5.1. ARO Educational Services markets and advertises its products and services in an ethical manner
- 5.2. ARO Educational Services gains written permission from a student or client before using information about that individual or organisation in any marketing materials
- 5.3. ARO Educational Services accurately represents recognised training products and services to prospective students and clients
- 5.4. ARO Educational Services ensures students and clients are provided with full details of conditions in any contract arrangements with the organisation
- 5.5. No false or misleading comparisons are drawn with any other training organisation or qualification

6. FINANCIAL STANDARDS

- 6.1 ARO Educational Services has measures to ensure that students and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation
- 6.2 ARO Educational Services has a refund policy that is fair and equitable and this policy is made available to all students and clients prior to enrolment
- 6.3 ARO Educational Services ensures that the contractual and financial relationship between the student/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the student/client
- 6.4 Documentation includes: the rights and responsibilities of students, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on students or clients

7. PROVISION OF INFORMATION

- 7.1. ARO Educational Services supplies accurate, relevant and up-to-date information to prospective students and clients covering, but not limited to, the matters listed in Appendix 1.
- 7.2. ARO Educational Services supplies this information to students and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance

8. RECRUITMENT

- 8.1. ARO Educational Services conducts recruitment of students in an ethical and responsible manner at all times.
- 8.2. Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered
- 8.3. ARO Educational Services ensures that the educational background of prospective students is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate

9. SUPPORT SERVICES

ARO Educational Services provides adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic mentoring and referral to appropriately qualified personal counselling providers

10. COMPLAINTS & APPEAL MECHANISM

ARO Educational Services ensures that students and clients have access to a fair and equitable process for dealing with complaints and appeals and provides an avenue for students to appeal against decisions which affect the students' progress. Every effort is made by ARO Educational Services to resolve students'/clients' complaint or appeal

For this purpose, ARO Educational Services management will be responsible for all complaints; their redress and any continuous improvement follow-up. In addition, the complaint and appeal mechanisms as a whole are made known to students at the time of enrolment

Where the complainant is not satisfied with the outcome in dealing with ARO Educational Services, then the following actions are taken.

The formal documentation of the complaint and appeal and its outcome recorded in writing.

The assurance that each appeal is heard by an independent person or panel

Each appellant has the opportunity to formally present his/her case

Each appellant is given a written statement of the appeal outcomes, including reasons for the decisions.

ARO Educational Services will act upon the subject of any complaint found to be substantiated.

The client can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: skilling@education.gov.au

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.

11. RECORD KEEPING

ARO Educational Services keeps complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to students/clients on request. Student and client records are managed in accordance with privacy legislation

12. QUALITY CONTROL

ARO Educational Services seeks feedback from our students and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations

ARO Educational Services encourages and invites our apprentice employers and other industry experts' involvement as guest lecturers

ARO Educational Services' Learning & Assessment Committee oversees all learning and assessment activities and resources and includes industry representatives as part of its membership to ensure relevance and currency of learning and assessment for our students

13. CHILDREN'S PROTECTION

In the event that ARO Educational Services determines to engage minor aged students ARO Educational Services will implement policies and procedures that will ensure the requirements of the Children's Protection Act 1993 and in particular 8B-8D Child Safe Environments and criminal history assessment for people working with children are met; ensure that only fit and proper people are employed in positions that have regular contact with children; enhance the opportunity to develop a child safe environment

ARO Educational Services' staff recruitment process includes Criminal History Check Assessments and reference checks, utilising the services of the South Australian Government Department of Communities and Social inclusion.

14. UNIQUE STUDENT IDENTIFIER (AUSTRALIAN STUDENT NUMBER)

From 1 January 2015, Registered Training Organisations (RTO's) are required to meet standard 3.6 of the Standards for RTOs 2015, which relates to implementation of the Unique Student Identifier (USI) for all new and continuing students.

From 1 January 2015, under the Student Identifiers Act 2014, an RTO must not issue a VET Qualification or Statement of Attainment to an individual unless the individual has been assigned a student identifier.

Students are encouraged to apply for their USI themselves. While RTOs are not required to apply for USIs on behalf of students, they can do so with students' permission through the USI Registry System. This may be the most appropriate option depending on your business model. Over 80,000 USIs have already been created. RTOs can access this service through the USI website or alternatively via a web server interface with your Student Management System.

Information on the requirement for students to obtain a USI and how to do so is available on the dedicated USI website (www.usi.gov.au).

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SILVIA ZOLA-COULSON
CHIEF EXECUTIVE OFFICER

USING THIS HANDBOOK

This Student Handbook has been designed to provide a basic understanding of the legal and quality assurance processes and obligations that ARO has in place. The policies and procedures ensure that training that is delivered is consistent, relevant and of high quality. The document also outlines the roles and responsibilities of each party, that is, you the student, and ARO as the training provider.

The Student Handbook is a guide only to assist with compliance with ARO Policies & Procedures and day to day issues that will arise during the course of your programme. The information contained is correct at time of printing. ARO's quality management and continuous improvement process means changes may occur without notice. ARO will endeavour to post to its website updates or changes in a timely manner. If you are unable to access the website or are unsure as to the version you have please ask our Support Staff.

A number of attachments are included at the back of this handbook. Please note that the following attachments must be read, acknowledged; your signature on **Appendix 6** is required and returned to ARO prior to commencement of your programme:

- Appendix 1 Student Code of Conduct
- Appendix 2 Change of Details Form
- Appendix 3 Authority to Exchange Information & Media Release
- Appendix 4 Support Disclosure Form (optional)
- Appendix 5 Induction Checklist
- Appendix 6 Acknowledgement Declaration
- Appendix 7 Your program information
- Appendix 8 Course Fees

KEY ROLES AT ARO

THE Chief Executive Officer (CEO's) role is to lead and manage the ARO team to enable them to deliver high quality training programs to their students. The CEO has overall accountability for management of projects and resources required to be able to deliver quality training for students Inclusive of:

- | | |
|---------------------------|-----------------------|
| Strategic Planning | Personnel Management |
| Organisational Management | Policy and Procedures |
| Quality Management | |
| Risk Management | |

STUDENT SUPPORT OFFICERS (SSO) are the central point of contact for students requiring assistance for things such as those listed under the heading Student Support. They are responsible for the day to day administrative operations of ARO. Contact the SSO if you have a problem, if you want information or need help filling out one of ARO's forms. Contact the SSO if you have any difficulty with the study or personal issues affecting your ability to study, please talk to the support officer who can assist you locating a service to help.

The SSO are responsible for the day to day administrative operations of ARO. Additionally, the SSO assists Trainers/Assessors in developing and putting in place Intervention Strategies (plans) to assist students to successfully complete their course.

THE COURSE COORDINATING TEAM plan, organise and coordinate the training within ARO and ensure education support to students undertaking courses. The team correlates with the CEO, trainers and assessors and student support officers. The CEO holds overall accountability for developing education programs based on an ongoing assessment of training needs and has the responsibility for Vocational Education and Training, Postgraduate Courses. But the team carries out the work of:

- | | |
|---------------------------|-----------------------------|
| Course design and content | Trainer & Assessor Guidance |
| Strategic Planning | Participating in compliance |
| Validation and Moderation | Industry Consultation |

TRAINERS AND ASSESSORS are responsible for the delivery and assessment of course information to students and the review of learning materials and assessment tools within the organisation. These are the people who train you to excel in your chosen vocation.

FINANCE OFFICER is responsible for accounts, and can help you with all invoicing, payment and statement queries

ARO Contact Details

Business Area	Name	Contact email	Contact Number
Office	Website	www.aroeducation.com.au	08 8339 1066
	Fax	enquiries@aroeducation.com	08 8339 5241
	Office Mobile	enquiries@aroeducation.com	0439 878 428
CEO	Silvia Zola-Coulson	silvia@aroeducation.com	0435 017 991
Student Support Officers	Jo Marshall	jo@aroeducation.com	08 8339 1066
	Mary Hoffmann	mary@aroeducation.com	08 8339 1066
Finance Officer	Jo Marshall	jo@aroeducation.com	08 8339 1066

FACILITIES & EQUIPMENT

ARO's head office is located in the Adelaide Hills area and perfectly situated to access horticultural and agricultural opportunities.

Facilities and equipment include

- ARO's training venue includes equipment and resources required to appropriately train our students in all courses offered and includes: access to the South Australian Botanic Gardens, Scouts Woodhouse site, arboriculture practical training sites and access to various horticultural enterprises.
- ARO currently has training rooms that are situated at the head office, SA Botanic Gardens and Scouts Woodhouse training rooms. Training rooms are also accessed on an ad hoc basis, depending upon the course location.
- Our library of resources and textbooks can be found at ARO Head Office, but Botanic Gardens students can access the library resources of the Botanic Gardens of SA.
- Our student kitchen includes a microwave, fridge, and tea and coffee making facilities.
- First aider and first aid kit.

LEARNING & ASSESSMENT RESOURCES

ARO Educational Services will be providing learner guides for subjects chosen, handouts and the trainer will have electronic presentations. Text books on the Client Summary can be sourced from reputable educational bookshops.

Replacement of lost learner guides (workbooks) or text book will be at the original cost of the workbook plus postage (if applicable).

STUDENT SUPPORT

If you have any difficulty with your adjustment to study in Adelaide, please seek help from:

- your Trainer/Assessor
- ARO Student Services Officers on
 - Telephone : +61 08 8339 1066
 - Facsimile : +61 08 8339 5241
 - Email : enquiries@aroeducation.com

Assistance can be provided either internally or by referral to specialist services. Referral to specialist services will be made free of charge; however, students will be responsible for the costs of the specialist service. Assistance can be provided with issues such as:

Academic Mentoring	Personal Counselling	Recognition of Prior Learning
Literacy & Numeracy	Financial Counselling	Credit Transfer
Computer Literacy	Legal	Library Services
English Language	Accommodation	
Child Care	Further Studies Guidance	

Please refer Student Services Support Policy and Intervention Strategy Policy on our website.

ATTENDANCE

Class groups

You will be provided with a course schedule on your first day (induction) that will clearly identify the days you must attend to achieve the qualification(s) that you have enrolled in. A typical day will be timetabled to commence at **8.00am/8.30am** and conclude at **3.00pm/3.30pm** including morning & afternoon break of 10 – 15 minutes and a lunch break of 30 minutes. However, practical sessions will be timetabled to complete at **5.00pm** to allow sufficient practice and assessment of competence.

One-to One training session – (Trainees and Apprentices)

At induction, you will be provided with an outline (based on your specific employment/employer’s needs) of the course units which can be changed based on your qualification requirements. On-site frequency of training sessions and time allowed for each visit will be negotiated between yourself/the employer and the trainer/assessor. A typical session will take up to two hours, and frequency will be monthly. Attendance and preparedness for each session is important as the trainer is travelling to work site just for you.

In all cases, you **MUST** attend **ALL** scheduled training & assessment classes and sessions planned with the trainer/assessor unless:

- you are sick and have a medical certificate signed by a recognised Australian medical practitioner or a Registered Chemist;
or
- other extenuating circumstance that requires you to be absent from training;
or
- You have been granted Recognition of Prior Learning(RPL).

Note that annual leave is not considered an acceptable reason for absence.

If you miss training for any reason you must inform ARO as soon as possible after the day of your absence, and provide evidence to support your reason for absence. You will be required to liaise with your trainer/assessor to complete the missed study.

If you are absent without notification ARO Administration will contact you and consequences may apply if the reason for not reporting is not acceptable.

At the commencement and conclusion of each day your trainer/assessor will require you to sign the attendance record to evidence the fact that you were on site. This provides both:

- a record of your attendance;
and
- In the case of emergency evacuation a checklist of all people who were in the building.

If you do not sign the attendance record each time you attend then you will be marked as absent.

If you are late, and depending on how late you arrive, the trainer/assessor will determine if you can attend or whether you need to liaise with the trainer/assessor and have to re-book to complete the session.

Should your attendance and punctuality become of an unsatisfactory level the Student Support Officer(s) and trainer/assessor will liaise with you and provide an official written warning. Should this continue your enrolment may be cancelled as either you will not be able to successfully complete the qualification or you may be deemed unsuitable for the industry. Your attendance & punctuality will be reflected should a potential employer contact ARO for a reference.

To ensure all students gain the maximum benefit at ARO, the CEO reserves the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and the offending student(s) will be suspended or exited from the course.

Mobile telephones **MUST** be turned **OFF** whilst in training & assessment.

Strictly **NO** smoking at training venues, except at designated smoking sites.

Please be aware of other businesses in the building and keep noise to a minimum.

DRESS CODE

All students are to present in neat and clean attire, wearing appropriate personal protective clothing for practical activities.

Due to the nature of horticulture and agricultural work you will be required to wear compliant Personal Protective Equipment and appropriate clothing.

For safety reasons during Horticulture, Agriculture and Conservation and Land Management **practical sessions** jewellery should be kept to a minimum.

1. Ensure your footwear is fully protective and appropriate for tasks being undertaken.
2. Cover all cuts and abrasions with a waterproof occlusive dressing and replace if the seal is compromised.
3. For safety all long hair must be tied back when using machinery.

ACADEMIC PERFORMANCE

Your qualification/course is made up of a set of specific skills and knowledge that must be attained to reach a level accepted by the workplace. Each of these sets is called a unit of competence; each unit of competence needs to be assessed by your trainer/assessor. They will do this by various means such as:

Take home written assignment	Activity book
In-class open book	Practical demonstration
In-class written exam	Research
Work placement	Oral presentation

Written assignments need to be completed in blue or black pen, although research assessments are preferred to be work processed. Please ensure that your writing is neat and legible.

Assessments will be marked as:

Academic Pass	AP	Recognition of Prior Learning	RPL	Competency Achieved	CA
Non Academic Pass	NAP	Credit Transfer	CT	Not Yet Competent	NYC

Where a student’s assessment is deemed a Non Academic Pass (NAP) the trainer/assessor will liaise with the student who will be provided the opportunity to resubmit once only. Should the resubmission again be assessed as a NAP the trainer/assessor will liaise with the student who will be required to re-enrol into the Unit.

All assessments/assignments will be given a **due date** by the trainer and it is the responsibility of the student to adhere to the due date. Where an assessment/assignment is not submitted by the due date the assessment/assignment will attract an initial NAP result and once submitted will be marked at the discretion of the trainer. Due to unforeseen circumstances the student can request an extension to the due date from the trainer/assessor.

Students **MUST NOT** copy another student’s work. Where two (2) assessments are identically word for word or are substantially the same, neither assessments will be assessed and both students will need to resubmit (regardless of who copied from the other person).

Students **MUST NOT** plagiarise. When researching for an assignment students must not copy word for word (verbatim) articles they have read in either hardcopy or off the internet, unless quoting from source.

Students **MUST** reference any assignments where a book, article or internet website has been referred to.

For book or article referencing the basic format is:

Author’s surname / Author’s initial / Year the book was written / Title of the book/article / Publisher / Place of publication.

Example: Bloggs, M, 2012, How to Reference Correctly. Global Press, Glenunga.

Website example: <http://www.tga.gov.au/recalls/index.htm>

Vocational qualifications offered by ARO require competence in a workplace scenario as well as academic. Completion of academic or theoretical competence is graded as Academic pass (AP). Once competence is achieved in a work place scenario or simulated workplace scenario a Competence Achieved (CA) will be resulted.

For audit purposes ARO must retain all original copies of completed assessments. If requested originals will be returned to student’s current address.

Please note: marked assessments are not returned to students however feedback in relation to your achievement will be provided.

ACCESS & EQUITY

ARO is an equal opportunity employer and training provider. All people are treated equally and fairly regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or ethnicity.

ARO’s Access and Equity Officer is the CEO. If you believe you are experiencing bullying, harassment or discrimination whilst at ARO or whilst on work placement refer the matter, verbally initially to the CEO or other member of staff you feel most comfortable with. Please refer to ARO’s Access, Equity & Fairness Policy at www.aroeducation.com.au

RECOGNITION PRIOR LEARNING

Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) provides students an opportunity to have their current skills and competencies recognised. These skills and competencies may relate to units that they are about to commence and as a result may exempt them from studying these units. Please refer to Fees section in Appendix 8 for cost related to obtaining RPL or RCC. The process requires students to gather evidence confirming their competency.

CREDIT TRANSFER

Credit transfer involves assessing a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required within the current course of study. It should be used when the student is seeking credit for a course or unit that they have already completed. Credit Transfer can also be across sectors e.g. Vocational Education and Training (VET) in School units credited against the relevant qualification offered through ARO. There is no fee for Credit Transfer. ARO recognises qualifications awarded by other Australian Registered Training Organisations. Verification of the parchment must be received by ARO Educational Services from the RTO before credit transfer can be approved. Please refer to ARO's Recognition and Credit Transfer policy at www.aroeducation.com.au

WORK PLACEMENT

ARO may organise unpaid or structured work placement with host employers. This will assist you to practice your skills and knowledge and familiarise yourself with real work conditions.

If there are no opportunities for work placements, it will be expected that students engaged in a horticultural enterprise where carrying out practical activities is part of the course, or will have the opportunity to practice their skills at practical sites organised by ARO.

QUALIFICATION RESULTS

To receive the qualification you have enrolled in you must:

Attend all scheduled training & assessment sessions	✓
Successfully complete and submit all assessments and achieve an CA result	✓
Successfully complete practical work	✓
Submit paperwork including completed Practical Work Log Book	✓
Pay all outstanding course fees	✓

If you leave the course without successfully completing all units of competency you will be entitled to be issued with a Statement of Attainment and Record of Results. This is a list of those units that you have been resulted with an Academic Pass or Competency Achievement. Please note that a fee of \$25.00 currently applies for replacement Certificates or Statement of Attainment.

FEES

For prospective students, fee details are located in Appendix 8.

For new students - your course fee would have been discussed at interview/enrolment and an invoice forwarded advising payment process and timeframe.

A copy of the current course fees will be attached as an **Appendix 8 – ARO EDUCATIONAL SERVICES COURSE COSTS**.

Note course fees may be changed according to business operations.

FEE REFUND

The request for a fee refund must be made in writing to the CEO using Fee Refund Form. No refunds will be paid to a third party. All refunds will be made by Direct Bank Transfer to the account of the person who made the original payment(s) within 28 days of receipt of application for refund. Please refer ARO's Fees & Refund Policy at www.aroeducation.com.au

Tuition Fees will be refunded only for those units that have not been commenced.

Materials refunds will only be made for materials that have not as yet been provided or purchased in support of your learning or Work Placement.

CHANGE OF CIRCUMSTANCES

It is **your** responsibility and legal obligation to keep ARO informed of your situation at all times. A copy of our Change of Details Form is included as Appendix 2 and our Administration Support Staff will provide you with additional copies if required.

You must advise ARO office as soon as you become aware of any change in:

- › residential or email address,
- › land line or mobile phone number,
- › emergency contact
- › any problems or issues you are experiencing which may affect your ability to complete your training successfully.

If you are unsure if you have to report something to ARO please ask your trainer/assessor or Student Support Officer.

LEGISLATION

ARO is subject to a variety of legislation relating to training and assessment as well as general business practices. These legislations include but are not limited to the following.

Work Health and Safety

The Work Health and Safety Act, which ARO complies with, states that employers have a duty of care to provide a safe and healthy working environment for all employees, and that employees have a duty of care to take reasonable care for their personal health and safety and that of others in the work place. This includes students studying on our premises.

Anti-Discrimination, Human Rights and Equal Opportunity

ARO seeks to attract and retain talented employees and students from all backgrounds and to maintain a great place to work and learn and we are determined to provide an environment free of harassment, victimisation, bullying and upholding of State and Federal laws pertaining to any form of discrimination.

ARO maintains a zero tolerance policy in regards to any form of harassment and discrimination. Breach of these standards will result in suspension or termination of training.

Please refer to Access, Equity & Fairness Policy at www.aroeducation.com.au

Privacy and the privacy act 1988 & privacy amendment (enhancing privacy protection) act 2012

ARO keeps your information private and only collects information that relates to your training success and takes all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data.

Your personal details and all student records may be made available to:

- any Australian Government agency and/or
- any State Government agencies and/or
- ARO Administration and Training staff.

Please refer ARO's Privacy Policy at www.aroeducation.com.au and please complete the Authority to Exchange Information Attachment at the back of this handbook.

Accessing your personal file

You may access your personal file and request that updates be made to information that you feel is incorrect or out of date. To request to see your records you need to apply in writing and normally, access can be provided within 48 hours of request. Note that identification will be required to access personal file information. If you find any errors in the records please advise us immediately so that we can make corrections.

All records are securely held by ARO.

Child protection

ARO enrolls minor children in specific programs and its policy ensures that it complies with the requirements of Child Protection Legislation which means that before staff are employed they must undergo a Child Related Employment Screening as it is a more in-depth assessment of a person's risk with working with children. ARO monitors the safety and wellbeing of minor students.

Please refer to Children's Protection Policy at www.aroeducation.com.au

If you have any question about any of these legislations just ask, as it may impact on your training.

COMPLAINTS PROCEDURE

It is the policy of ARO that all stakeholders will be treated in a fair and equitable manner and receive quality service at all times.

A complaint arises when:

- a stakeholder is not satisfied with an aspect of ARO's services and requests action be taken to resolve the matter;
- a stakeholder believes they have been treated unfairly or have been discriminated against.

If a student chooses to access our complaints and appeals processes, ARO will maintain the student's enrolment while the complaints and appeals process is ongoing.

ARO commits to a complaints process that is open, transparent and accessible to everyone. Please refer to Complaints Policy at www.aroeducation.com.au

LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all students. Our enrolment form asks you to provide information regarding Language, Literacy and Numeracy (LLN) requirements or any other special learning needs. LLN assessments will be conducted before commencement of course and any LLN requirements identified will be discussed with the trainer/assessor and support mechanisms put in place.

COMPUTER LITERACY

All students studying at ARO are required to have basic computer literacy to a level required to achieve satisfactory completion of the programme i.e. must be able to use the internet for research and have word processing skills adequate to produce assessments.

Candidates will also need to evidence computer literacy to the level required by the industry for vocational competency. *Please refer to relevant ARO qualification brochure or our website.*

Candidates who do not meet the minimum computing skills requirements will be provided assistance in locating an appropriate computing training course.

STUDENTS WITH SPECIAL NEEDS

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other candidate; however, due to the type of work, safety aspects and industry requirements physical limitations may not be able to be supported. Our training and assessment

programs will take special needs into consideration from the planning stage onwards and adopt reasonable adjustments and flexible learning and assessment methods as appropriate.

Medical Issues (Conditions)

People interested in these courses will need to be aware that some courses offered by ARO may have a high degree of physical health requirements; that may be the ability to climb high trees; use heavy machinery; use chainsaws; lift reasonable weights and be able to carry out work in various outside environments, where exposure to insects and animals may occur. To ensure that the safety and health of all students and educators is not compromised students with special health and medical conditions must inform ARO before starting the course. All information will be strictly confidential. Please complete the **Support Disclosure Form (Appendix 4)** to inform ARO of any medical or health conditions that may be affected by the course activities.

Learning Needs

To assist ARO to provide the best possible learning and assessment strategies we ask that potential students requiring special assistance identify their needs by completing the **Support Disclosure Form (Appendix 4)**. This form is optional; information provided will enhance the learning experience if ARO is aware and can prepare specific support services. Please refer Student Services Support Policy and Intervention Strategy Policy at www.aroeducation.com.au

Please note that ARO or any of its representatives do not accept responsibility for either undisclosed conditions that are exacerbated during the course of training or for unsuccessful learning where appropriate supports have not been identified.

POLICY

ARO recognises that, in the event of a critical incident, appropriate infrastructure must be in place to ensure the provision of all necessary support services. To this end ARO will provide, as is within its power, support mechanisms appropriate to a particular Critical Incident.

PROCEDURE

All Critical Incidents must be reported to the CEO immediately.

Only the CEO in consultation with the Board is authorised to make decisions relating to Critical Incidents.

For any critical incident involving serious accident and/or injury an Accident Injury Report Form must be filled out.

CRITICAL INCIDENT REPORTING GUIDELINES (POLICY EXTRACT)

What is a critical incident

A critical incident is any event that can be classified as 'traumatic' and causes serious stress, fear or injury.

The location of the event may not be limited to the campus site(s) and for Students from migrant families may not be limited to Australia.

These incidents can include (but not limited to) events such as:

- missing students;
- severe verbal, psychological or physical aggression or threat of;
- death by accident, illness or suicide;
- serious injury through accident or assault of any nature;
- serious communicable diseases or the threat of;

- natural disaster in Australia or for migrant Students in their home country;
- significant damage to equipment or facilities;
- significant political or civil unrest in the home country of a migrant Student;
- substance abuse;
- fire within the campus facilities;
- bomb threats.

Please note that whilst an event may not cause physical or psychological harm to any individual(s) it may still be deemed a Critical Incident.

When to complete the form

For any critical incident, an Accident Injury Report Form must be filled out.

This form is to be completed by the CEO or their delegate and in collaboration with all parties involved in any event or issue of a critical or highly contentious nature that:

- requires the attention of the CEO;
- has resulted in injury or death of any ARO stakeholder;
- is a reportable incident or occurrence under the WH&S regulations;
- has the capacity to seriously affect the success of a student;
- has the capacity to affect the reputation and success of ARO.

All questions are to be addressed. To ensure that the possibility of missed information is limited 'N/A' should be marked where a response is not applicable.

ON ARO CAMPUS INCIDENTS

If the incident is on campus and involves death, serious injury or a threat to life or property, contact **Emergency Services on 000** (Police/Ambulance/Fire Department as required) with the incident to be communicated to the CEO as soon as practicable immediately thereafter.

OFF ARO CAMPUS INCIDENTS

If the critical incident involves a student and is off-campus, the person receiving the information must immediately contact the CEO, who will communicate to other staff as appropriate.

If the critical incident involves a staff member, the person receiving the information must immediately contact Emergency Services if required in the first instance and then the CEO.

KEY DETAILS TO BE REPORTED

Key details to report include:

- time, location and nature of the incident (e.g. threat, accident, death or injury)
- names and roles of persons involved (e.g. staff, international or domestic student).

For complete policy www.aroeducation.com.au

FEEDBACK/EVALUATION

ARO actively seeks your feedback and regularly undertakes evaluations of all courses and activities.

We will be providing to you Evaluation Forms throughout the course progress, these take a few minutes to complete. It can be anonymous, however, if you identify yourself and you have negative feedback it would assist us to be able to speak with you to clarify what the issues are and how we might resolve them.

Thank you for choosing to study with ARO.

If you would like any further information please do not hesitate to contact us.

APPENDIX 1: STUDENT CODE OF CONDUCT

This attachment is for your information and reference. You are required to sign Appendix 6 Acknowledgement Declaration to confirm that you understand and will abide by this Code.

As you have chosen to undertake training it is assumed that you will take personal ownership and responsibility for your success and behaviour.

Unacceptable behaviour includes:

- unpermitted use of mobile phones during lessons by the trainer
- Continuous interruptions to the trainer whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Bullying, harassment, victimisation, intimidation, threats, violence of any kind (verbal, written, innuendo, physical etc.)
- Being in the possession of guns, knives or any other weapons
- Acting in an unsafe manner placing yourself or others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Being under the influence of alcohol or illegal drugs
- Lack of personal hygiene
- Stealing or damaging property
- Other objectionable behaviour

You have the right to:

- be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- be free from all forms of intimidation;
- work in a safe, clean, orderly and cooperative environment;
- have personal property (including computer files and your work) and ARO's property protected from damage or other misuse;
- have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure);
- learn in an environment that is conducive to success;
- work and learn in a supportive environment without interference from others;
- apply to have existing skills and knowledge recognised;
- privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- appeal within twenty days of receiving notification of any decision made about late or missed assessment;
- lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- express and share ideas and to ask questions

You have the responsibility to:

- participate in and complete fully all learning and assessment tasks as scheduled, honestly and to the best of your ability;
- attend and participate fully in work experience or work placements if they are arranged for you;
- provide medical certificates or evidence of extenuating circumstances in support of absenteeism;
- advise ARO **prior** to commencement of the training or work experience/placement day of absenteeism;
- informing ARO if you have any concerns or need for support related to the successful completion of your qualification;
- treat staff and fellow students with respect and fairness. This includes but is not limited to:
 - following reasonable directions from a member of staff;
 - not behaving in any way that may offend, embarrass or threaten others;
 - not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances;
 - taking care of facilities by not damaging, stealing, modifying or misusing property; and
 - acting in a safe manner that does not place you or others at risk.
- ensure personal details are current and correct and provide an update to ARO when changes occur;
- not to smoke in non-smoking areas;
- not to be under the influence of alcohol or illicit drugs; and
- follow normal safety practices.

Note ARO maintains zero tolerance in:

1. the consumption of or being under the influence of alcohol or illicit substances that affect a person during training or placement times;
2. bullying, discriminatory, harassing, abusive, threatening or violent behaviours of any kind whether physical or verbal

Breach of 1 and/or 2 will result in suspension and/or expulsion from your training program

Failure to meet any or all of ARO standards or policies may result in suspension and/or expulsion from your training program.

Any acts of violence or criminal behaviour will be reported to the police.

APPENDIX 2: CHANGE OF DETAILS FORM

You are required to provide us with changes to personal details as soon as possible, when any changes occur. Please use this form to advise and confirm. Additional copies are available from reception. You are required to sign Appendix 6 Acknowledgement Declaration to confirm that you understand and will abide by this Code.

Information is within the guidelines of the Privacy Principles contained in the Privacy Act 1988 and will be used solely for ARO training activities.

1. PARTICIPANT DETAILS	
Name	
Street Address	
Suburb	Postcode:
Postal Address	
Suburb	Postcode:
Phone Number	Mobile Phone No:
Email	
Other relevant personal changes	
2. EMERGENCY CONTACT	
Name	
Phone Number	Mobile Phone No:
Email	
5. Authorisations Completion of this section is mandatory	
<p>I _____ confirm that the changes as listed above are true and correct and authorise ARO to collect, store and use my personal information within the limitations of the Australian Privacy Principles contained in the Privacy Act 1988.</p> <p>Participant Signature _____ Date / /</p>	
Office Use Only	
Participant Ref Number	: _____
Commencement Date	: ____/____/____ Termination/Completion Date: ____/____/____
Competency Completion Details Entered By:	_____ Date : ____/____/____

APPENDIX 3: AUTHORITY TO EXCHANGE INFORMATION & MEDIA RELEASE

In Appendix 6 Acknowledgement Declaration, you are required to a) initial next to each of the items and b) sign the form to confirm that you understand the terms of the Authority to Exchange Information & Media Release and give permission to ARO to do those things that are listed below.

For purposes directly related to my training and/or training contract and assessments as a student

I give permission to ARO to:

1. gather and share information from my current and previous employers and/or training/education providers which will assist in developing the most appropriate training plan or Recognition process;
2. Allow access of my records to State and Government Departments and Authorities as may be required from time to time.
 - take and securely electronically store one or more images of myself;
3. I acknowledge that ARO is required to retain my training records for a period of 30 years and to provide those records to Australian Skills Quality Authority (ASQA) for retention. I acknowledge that in the event that ARO ceases to operate or is under new ownership that those records will be transferred to the new owner who will be required to maintain equivalent levels of security and privacy in regards to those records and that Australian Skills Quality or its equivalent at the time will continue to retain my records.
4. I understand that if I have not provided a Unique Student Identifier I will not be provided with certification documents and that retention of my records by ASQA may not occur.
5. I understand that ARO will comply with the Privacy Act 1988 and subsequent amendments.
6. I give consent to ARO Educational Services to release my student results to the following organisations –employer – VET coordinator – Job active provider (cross out which does not apply) I, hereby release ARO Educational Services from any responsibility with regard to confidentiality of these results.

Marketing Advertising

(Separate permission acknowledgement on Appendix 6)

1. Allow permission for ARO to use :
 - materials are to be used solely for the purposes of ARO advertising/promotional materials and for no other purpose;
 - produce one or more articles about myself, my business or other training/business related issue;
 - Produce one or more advertisements about or in including me, my business or other training/business related issue.
 - a proof of all productions will be shown to me prior to use;
 - all images, recordings etc will be stored securely in an electronic form by ARO;
 - all images, recordings etc will be managed as per the requirements of the Privacy Act 1988 and relevant updates;
 - the duration of the agreement is 24 months or unless permission is rescinded by the student;
 - permission can be rescinded by me in writing at any time and I understand that rescinding permission cannot be retrospective

APPENDIX 4: SUPPORT DISCLOSURE FORM

THIS FORM IS NOT COMPULSORY. COMPLETION MUST BE MADE VOLUNTARILY

STRICTLY CONFIDENTIAL

Persons who consider that they have an illness, disability or other condition that might require special arrangements or assistance should complete this form.

Completion of this form is not compulsory but it will permit ARO to make appropriate arrangements. Failure to notify ARO of an illness, disability or other condition will make it difficult for ARO to exercise appropriate duty of care and may well endanger safety of the educator, other class mates and yourself.

No liability is accepted by ARO or its employees, volunteers or representatives in regards to assistance provided to a student for illness, accident or emergency.

No liability is accepted by ARO or its employees, volunteers or representatives in regards to exacerbation of a student's undisclosed physical or mental illness or disability during or as a result of the normal progress of training, an excursion, a work placement or any other training and assessment related activity.

The completed form should be forwarded in a sealed envelope marked to the attention of the Program Administrator who will determine the appropriate Trainer/Assessor to assist in providing the appropriate supports and safety mechanisms. The Trainer/Assessor will be pleased to discuss appropriate arrangements with you in confidence. The form will then be placed on your secure client file.

NAME:.....

COURSE: COURSE DATE:

CAMPUS/ON-JOB:.....

TYPE OF CONDITION:

.....

.....

ASSISTANCE REQUIRED (if any):.....

.....

.....

.....

EMERGENCY CONTACT/PERSON WHO MAYBE CONTACTED IN AN EMERGENCY:

NAME:RELATIONSHIP TO SIGNATORY.....

ADDRESS:

Phone (Work): (After hours)

NAME:.....SIGNATURE:.....DATE:.....

Thank you for helping us to keep you safe.

Should your circumstances change please complete a new form to provide us with details

Appendix 5: INDUCTION CHECKLIST – TR F16

Your induction will be held on the first day of your training program. *You are required to sign Appendix 6 Acknowledgement Declaration to confirm that all of the items have been covered and that clarification has been provided where you have asked for help.*

Emergency Procedures & Housekeeping	<ul style="list-style-type: none"> <input type="checkbox"/> Location of First Aid Kits and Fire Extinguishers; <input type="checkbox"/> Location of Emergency Exits and Evacuation Points <input type="checkbox"/> Student Services Officer & emergency contact details <input type="checkbox"/> Parking and transport <input type="checkbox"/> Amenities, Water, Tea & Coffee <input type="checkbox"/> Shops, eateries and other services <input type="checkbox"/> Mobile Phones: switched off or silent and not to be used during classroom time <input type="checkbox"/> No smoking on ARO premises or other venues used by ARO
Course Purpose and Vocational Outcomes: as per course guide	<ul style="list-style-type: none"> <input type="checkbox"/> Course Overview including: <ul style="list-style-type: none"> <input type="checkbox"/> Attendance times and course requirements; <input type="checkbox"/> Performance Progress course requirements; <input type="checkbox"/> Training Methodology; <input type="checkbox"/> Assessment Methodology; <input type="checkbox"/> Practical placement Recognition of Prior Learning & Credit Transfer <input type="checkbox"/> Trainer contact details <input type="checkbox"/> Qualification or Statement of Attainment dependent upon successful completion <input type="checkbox"/> Career pathways <input type="checkbox"/> Work Ready Agreement (if applicable) <input type="checkbox"/> Further Education pathways <input type="checkbox"/> Withdrawal without Academic Penalty (4 weeks from commencement of course) <input type="checkbox"/> Requirement to advise ARO of change of address or contact details <input type="checkbox"/> Issuance of Certification documents and the Unique Student Identifier
Key policy as per this handbook:	<ul style="list-style-type: none"> <input type="checkbox"/> Code of Practice <input type="checkbox"/> Participants Code of Conduct <input type="checkbox"/> Access & Equity <input type="checkbox"/> Privacy <input type="checkbox"/> Complaints & Appeals <input type="checkbox"/> Accidents, Injuries and Critical Incidents <input type="checkbox"/> Support Services <input type="checkbox"/> Fees & Refunds <input type="checkbox"/> WH & S Policy <input type="checkbox"/> Quality Indicator Learner Questionnaire & ARO Feedback Forms <input type="checkbox"/> Acknowledgement Declaration

APPENDIX 6: ACKNOWLEDGEMENT DECLARATION

Please read the declaration below carefully and ask your trainer or other ARO staff member for clarification of any item you do not understand. Please initial in the box next to the item you accept, sign the form below and return to ARO.

Initial	
	I have read and understand the policies, procedures and guidelines contained and referred to in this Handbook, and I agree to abide by these and any other policies, terms and conditions which are required and provided to me for the duration of my enrolment including any applicable work experience through ARO.
	I acknowledge and accept the conditions of the fees and refund policy.
	I have read, understand and accept the conditions of the Student Code of Conduct. I understand that a breach of the Student Code of Conduct may result in suspension and/or expulsion from my training program with ARO. <p align="right">(Student Code of Conduct Appendix 1)</p>
	I acknowledge and accept that it is my responsibility to advise ARO of any change in my contact details or circumstances as soon as possible after the event. <p align="right">(Change of Details Form Appendix 2)</p>
	I give permission and authorise ARO to exchange information and to take and electronically store images of me. <p align="right">(Authority to Exchange Information Appendix 3)</p>
	I have read and understand the Support Disclosure conditions and in particular that if I do not disclose a disability or medical condition which is later exacerbated or is affected in any way during or due to the training program ARO, its representatives or employees or other stakeholders will not be liable. <p align="right">(Support Disclosure Form Appendix 4)</p>
	I understand that as a student, I may be placed on a work placement and that the Host Employer will also provide policies and procedures pertaining to their business and workplace. If a policy duplicates an ARO policy I understand that I must abide by the policy and procedure which is of the highest level/quality. I accept that if I am in doubt I will consult either my Host Employer Supervisor or ARO representative.
	I confirm that all Induction items have been covered and an ARO representative has been available for discussion and clarification of the contents. <p align="right">(Induction Checklist Appendix 6)</p>

	<p>I give permission for ARO to contact other RTOs' to carry out validation of qualifications submitted as part of the course programme.</p> <p style="text-align: right;">(Induction Checklist Appendix 3)</p>
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	<p>I give permission for ARO to use electronic images for marketing/promotional purposes, including social media. I do not require compensation, either financial or other at some point in the future for these images. Copy write of these photographs belong to ARO</p> <p style="text-align: right;">(Induction Checklist Appendix 3)</p>
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Student Name	Signature	Date
ARO Representative Name	Signature	Date
Paren/Guardian Name (as required)	Signature	Date

APPENDIX 7 – YOUR PROGRAM INFORMATION

Insert program details specific to the student's course.

APPENDIX 8 – CURRENT ARO EDUCATIONAL SERVICES TRAINING COURSE COSTS

Insert current course costings.