STUDENT GUIDE

ARO COLLEGE

RTO 40056

SOUTH AUSTRALIA

Student Guide – South Australia Traineeship/Apprenticeship

Version 2.2

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INTRODUCTION

Welcome to ARO College. We are committed to providing high-quality vocational education and training to help you achieve your career goals. This Student Guide has been designed to help you:

- understand our policies and procedures,
- your rights and responsibilities as a Student,
- with information about the services we provide,
- understand our approach to providing you a safe, fair and supported environment to participate in training and assessment.

This Student Guide does not provide you with specific information about any particular course or qualification. It outlines the policies, procedures, and expectations that govern your participation in courses, traineeships and apprenticeships offered. By familiarising yourself with the information provided in this Student Guide, you will gain a clear understanding of your rights and responsibilities as a Student, as well as the support services available to assist you throughout your training journey.

Q ARO COLLEGE WEBSITE
For detailed information about courses, policies forms and fees, and to login to the Student portal

Go to our website: https://aro.edu.au/

Or Scan the QR Code using your device:

Browse by Study Area

Production Horticulture

Landscape Construction

Horticulture

Sports Turf Management

Nursery Operations

Conservation & Ecosystem Management

Landscape Design

Agricultural Chemical Spraying Courses

ABOUT ARO COLLEGE

ARO College is a Registered Training Organisation (Code: 40056) committed to upholding the standards set by the Australian Skills Quality Authority (ASQA) for Registered Training Organisations. ARO College delivers training programs that adhere to the guidelines outlined in the Standards for Registered Training Organisations (RTOs) 2015, ensuring that you receive relevant, up-to-date, and industry-aligned education and training.

ARO Educational Services Pty Ltd, trading as ARO College, has been continuously registered as an RTO since 2001. We exist to provide courses and programs of study that help our Students and their employers unlock their talents, expand their horizons, and ultimately grow and succeed in their chosen field or business. We understand that with the right support, resources, and opportunities, every Student we have in the ARO College family will be provided with the ability to continually improve and progress towards their desired outcomes. We encourage individuals to invest in themselves and take steps towards self-improvement and growth.

You can find out more about ARO College at the following websites:

NATIONAL REGULATOR		QR Code
ASQA	ARO College is responsible under its registration with the Australian Skills Quality Authority (ASQA) for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any Australian Qualifications Framework (AQF) certificate that may result based on your achievement of the course requirements. Website: https://training.gov.au/Organisation/Details/40056	
YOUR CAREER	The Your Career website is a platform of the National Careers Institute. It is designed to provide clear and simple careers information and to help people of all ages and circumstances better plan and manage their career. Website: https://www.yourcareer.gov.au/learn-and-train/courses?providerCode=40056	
SOUTH AUSTRALIA		**QR Code**
SKILLS SOUTH AUSTRALIA	Skills SA is part of the South Australian Government's Department for Education. SSA collaborates with employers, training providers and industry for a future-focused and seamless training system that works for the SA community Website: https://mytraining.skills.sa.gov.au/	

ARO College has a Funded Activities Agreement (FAA) with the South Australian Government to deliver government-subsidised training and education programs. Subsidised training is where the South Australian Government pays part of your course fees for you.

Check your eligibility
To see if you qualify for a funded training place in South Australia:

Go to this website: https://mytraining.skills.sa.gov.au/training/thinking-about-vet/subsidised-training

Or Scan the QR Code using your device:

CONTACT INFORMATION

Head Office Address:
#5 Mount Barker Road, HAHNDORF. 5245 South Australia.

Postal Address:
PO Box 417, HAHNDORF. 5245 South Australia.

Phone: 08 83391066

Enquiries & General information:
enquiries@aro.edu.au

Student Support:
support@aro.edu.au

Fees & invoicing enquiries:
accounts@aro.edu.au

Google Maps:
https://maps.app.goo.gl/4BGBTRLvMfoY7m3dA
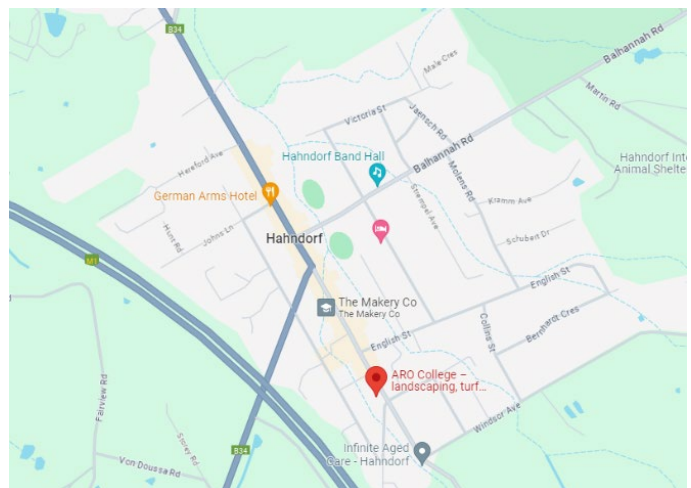
Parking
Whilst you are attending our site by vehicle, you will need to park in the side streets that are adjacent to our premises. Please note some streets have timed parking and is monitored by Parking Inspectors.

Public Transport
Bus stops are a short walk from the ARO College. Services through this bus route occur approximately every 60 minutes to and from Adelaide

Lunch Options
If you are looking to buy lunch whist you are at our premises, we have a large number of eateries around Hahndorf, we are located very centrally and are surrounded by take away shops, cafes and restaurants, plenty to choose from.

WHAT DOES 'ARO' MEAN?

Pronounced the same as 'arrow', ARO is an ancient Greek verb that means to work, cultivate or plough the land; to prepare for growing vegetation and crops; to cultivate soil so as to
improve or prepare it for usage. For this reason, we like to say our goal is to help you 'Grow your potential'.

OUR TRAINERS

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of disciplines. Their industry experience is continually up to date by participating in professional development activities, therefore giving our Students the best practical industry exposure.

At ARO College we deliver a nationally accredited qualification via training face-to-face and in the workplace. When you study with ARO College, your Trainer Assessor will be always there to assist you throughout your course. You can either attend a classroom training environment or receive job visits and even phone or email your Trainer/Assessor for advice which means you get the support you need, when you need it. ARO College trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training and assessment in a way that Students will enjoy.

OUR SERVICES

ARO College provides training and assessment services in support of the following nationally endorsed training products:

SKILL SETS

AHCSS00074 Agricultural Chemical

AHCSS00073 Advanced Chemical Spray Application

AHCSS00090 Introduction To Sports Turf Maintenance

CERTIFICATE II

AHC20422 Certificate II in Horticulture

AHC20919 Certificate II in Sports Turf Management

AHC21024 Certificate II in Conservation and Ecosystem Management

AHC21621 Certificate II in Landscaping

CERTIFICATE III

AHC30722 Certificate III in Horticulture

AHC30624 Certificate III in Production Horticulture

AHC30921 Certificate III in Landscape Construction

AHC31124 Certificate III in Nursery Operations

AHC31324 Certificate III in Sports Turf Management

AHC31424 Certificate III Conservation and Ecosystem Management

CERTIFICATE IV

AHC40422 Certificate IV in Horticulture

AHC42021 Certificate IV in Landscape Construction Management

DIPLOMA

AHC50422 Diploma of Horticulture Management

AHC52021 Diploma of Landscape Construction Management

AHC50621 Diploma of Landscape Design

AHC51024 Diploma of Sports Turf Management

OUR DELIVERY MODEL

We are an RTO that specialises in the delivery of **work-based traineeships and apprenticeships** to support full time and part time job roles in the agriculture, horticulture, conservation and land management (AHC) industry.

Our courses are designed primarily for persons that are employed in an AHC enterprise or organisation including higher-level qualifications as traineeships and/or to aspiring managers or supervisors of the sector under a 1:1 format, that incorporates on-the-job mentoring from a Student's workplace supervisor. Students may select to undertake their course in either of the following delivery models, or a combination of the two, as required:

- **Blended -** Self-paced online learning and assessment tasks + workplace-based training and assessment tasks + workplace and on-the-job employer/supervisor mentoring.

    And/or

- **Workplace -** Self-paced printed workbook learning and hand-written assessment tasks + workplace-based training and assessment tasks + workplace and on-the-job employer/supervisor mentoring.

OUR MISSION AND OBJECTIVES

ARO College's mission is to:
- Deliver **relevant and flexible** vocational training assessment that meets the needs of Students and the industries we deliver training and assessment services to.
- To **empower Students with the knowledge and skills they need** to succeed in their chosen careers through high-quality vocational education and training programs.
- Be **the leading provider** of vocational education and training (VET) programs to the Agriculture, Horticulture and Landscape Construction industries (AHC). This includes subsectors such as Sports Turf, Landscape Design, Landscape Construction Management, Production Horticulture .
- **Make a difference** to the lives of our Students, clients and their families.
- Have **a positive impact on, and advocate** for the AHC industries across Australia.

In recognition of this mission, our objectives are:
- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Student Focused.** We thrive on providing training and assessment that is Student focused and which supports lifelong learning. We respect our Students and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

STUDENT CODE OF CONDUCT

All Students, customers, stakeholders and have an expectation that we will conduct our business to the highest standard. ARO College in-turn has its own expectations on how all Students should conduct themselves, by way of the following code of conduct:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of ARO College.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and ARO College publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other Students and ARO College staff members and their right to privacy and confidentiality.

INDUSTRY ENGAGEMENT

ARO College is actively engaged with the Vocational Education and Training and the broad agriculture and horticulture industries in South Australia and Nationally:

NATIONAL		QR Code
ITECA	The **Independent Tertiary Education Council Australia** is a membership-based peak body bringing together independent providers in the higher education, vocational education and training sectors. Website: https://www.iteca.edu.au/	
SKILLS INSIGHT	**Skills Insight** is a not-for-profit, government funded, industry-led organisation and one of the ten national Jobs and Skills Councils (JSCs). Skills Insight is the JSC for the agribusiness, fibre, furnishing, food, animal and environment care industries – the AHC industry. Website: https://skillsinsight.com.au/	
SOUTH AUSTRALIA		QR Code
MLSA	The **Master Landscapers of South Australia** is the membership-based professional industry body representing Landscaping in Adelaide and regional South Australia. ARO College is an Industry Supplier to the MLSA and ARO Students can join for $30 p/a. Website: https://landscapesa.com.au/	
TMSA	**Turf Management SA** is the membership-based professional industry body representing Landscaping in Adelaide and regional South Australia. ARO College is a Trade Member to the TMSA and ARO Students can join for free. Website: https://www.turfmanagementsa.com.au/	
AIH	The **Australian Institute of Horticulture** (AIH) is the Australian horticultural professional body that manages a peer-reviewed certification program for the horticulture industry. ARO College is a Corporate Member to the AIH and ARO Students can join for free. Website: https://www.aih.org.au/	
PIRSA	ARO College is an endorsed by the South Australian **Department of Primary Industries and Regions** (PIRSA) to provide the **AHCSS00074 Agricultural Chemical Skill Set** (Chemical User Training) to enable persons to purchase and use agricultural chemicals that are Schedule 7 poisons. Website: https://www.pir.sa.gov.au/	

UNIQUE STUDENT IDENTIFIER

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. A USI is your individual education number for life. It also gives you an online record of your vocational education and training (VET) undertaken in Australia. Without one, you can't obtain Commonwealth financial assistance or your qualification or statement of attainment certificates from ARO College.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide you with easy access to your training records and results (transcript) throughout your life. You can access your USI account online from your computer, tablet or smart phone anytime. It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional information from you such as your city of birth.

Get your USI
To create, find or access your USI:

Go to this website: https://www.usi.gov.au/Students/get-a-usi

Or Scan the QR Code using your device:

Exemption from obtaining a USI

There are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of Students in Australia. Students who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar.

YOUR SAFETY

ARO College is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities which may cause injury to self or others.
- Be responsible for your own actions.
- No smoking at the training and assessment facilities or offices.
- Report all potential hazards, accidents and near misses to the ARO College staff.
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment.
- Keep training and assessment areas neat and tidy at all times.
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area.
- Observe hygiene standards particularly in eating and bathroom areas.

EQUITABLE ACCESS

ARO College provides and maintains training services that reflect fair and reasonable opportunity for all Students, organisations, volunteers, contractors, and employees of ARO College, regardless of their diversity; allowing everyone to participate in a learning environment that is free from discrimination, harassment, bullying and vilification. Equitable access is the commitment to ensuring ARO College's approach to education is responsive to the individual needs of all types of Students. ARO College is committed to providing flexibility by allowing alternatives which recognise the diversity of individual Student needs and circumstances.

In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from ARO College staff members at all times.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of ARO College that they feel they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant.

To read our Equitable Access policy please access the current version using the link below

Equitable Access Policy
To read our current policy:

Access the form from the Learner Portal or
Go to our website: https://aro.edu.au/policies/

Click the link on the page to download the document

ACCESS AND EQUITY ARRANGEMENTS

During the Course registration and enrolment process, ARO College will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the Course prior to a place in the Course being provided. The likelihood of achievement is determined by:
- the outcome of the Upfront Assessment of Need (UAN) and
- if the applicant meets with all personal entry and equipment requirements relevant to themselves, and
- if their workplace is a suitable and supportive learning environment and has sufficient facilities and equipment for workplace-based training and assessment activities to occur.

Reasonable adjustment

Reasonable adjustment will be provided for applicants with learning needs according to the nature of the learning need. Assessment methods and evidence collection can be adjusted to suit individual Student needs if required and may include the use of alternative methods of assessment such as oral assessment or a competency conversation or allowing another person to scribe for the Student. Such arrangements must be pre-approved and be supported with evidence of the disability.

YOUR PRIVACY

ARO College takes the privacy of its Students, staff and clients very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles. Here's what you need to know:

- ARO College will retain personal information about you relating to your enrolment with us. This includes your personal details, your individual needs and your education background. We will also retain records of your training activity with us and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.

- Your personal information is retained within our hard copy filling system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.

- You have the right to access information that ARO College is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".

- If you have concerns about how ARO College is managing your personal information, we encourage you to inform our staff and discuss your concerns. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: http://www.oaic.gov.au/privacy/privacy-complaints.

To read our Privacy policy and forms please access the current version using the link below

Privacy Policy
To read our current policy:
Access the form from the Learner Portal or
Go to our website: https://aro.edu.au/policies/
Click the link on the page to download the document

NATIONAL VET DATA POLICY

ARO College is required by the National Vocational Education and Training (VET) Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, we are required by law to make your personal information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority or The Department for Education South Australia. In all other cases ARO College will seek the written permission from you for such disclosure. ARO College will not disclose your information to any person or organisation unless we have written instructions from you to do so, this includes your parents, your employers or your partners. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by ARO College for statistical, regulatory and research purposes. ARO College may disclose your personal information for these purposes to third parties, including:
- School – if you are a secondary Student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting Student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:
- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may also receive an NCVER Student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

As part of your enrolment, you will be asked to declare your acceptance of our need to share your personal information with third parties and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a Student at ARO College.

REGISTRATION AND ENROLMENT TERMS AND CONDITIONS

As a privately operated business, ARO College is not obliged to accept every person's application to enrol in a course. Persons seeking enrolment into an ARO College course may do so via the online form available from the website at www.aro.edu.au or by completing a hand-written Course Registration Form, and signing acceptance of the following terms and conditions.

TERMS AND CONDITIONS OF ENROLMENT

- I have read, understood, and accept all information and conditions provided on the ARO College website and marketing materials relating to my selected course.
- I have read, understood, and accept the terms of all Policies from the www.aro.edu.au website.
- I have read in entirety the course information located on the www.aro.edu.au website and confirm that I do have access to all of the equipment, computer hardware and software required to complete my selected course and I accept that it is my sole responsibility to maintain access to all such equipment for the entire duration of my course or program of study.
- I accept that I, not my employer or agent, must notify the College directly in writing to support@aro.edu.au if I wish to defer or withdraw my enrolment in a Program of Study.
- I accept that I, not my employer or agent, must notify the College (not my trainer/assessor) directly in writing to support@aro.edu.au or by calling 08 8339 1066 should I wish to change a scheduled workplace workshop assessment, not less than 5 Business Days of the workshop.
- I understand and accept that if I do not notify the College of a change to an agreed workplace workshop assessment not less than 5 Business Days of the date and time of the scheduled workshop, the person that is responsible for the Student Fee payments in my course may be charged a Late Cancellation Fee of $350 (incl. GST).
- I understand and accept that if I am not prepared for my worksite assessment on the scheduled day, with Tasks 1 and 2 completed and prepared to undertake a practical assessment, the person that is responsible for the Student Fee payments in my course may be charged a Non Submission Fee of $350 (incl. GST).
- I undertake not to use the learning and support resources of my Course in any way that would infringe the copyright and the intellectual property rights of ARO College or any of the course authors.
- I agree to receive promotional information from ARO College on an ongoing basis. If I would like to stop receiving this correspondence, I understand that it is my sole responsibility to unsubscribe accordingly, where indicated within the promotional material.
- I accept that if I am found to have committed a serious breach of these obligations, or the Student Code of Conduct contained in the Student Guide, I may be withdrawn from my course or program of study and that I will be liable for any course fees due, and nor I or the Payer will be provided with a refund for any course fees paid to that point.

STUDENT DECLARATION

By signing this declaration, I certify that the information provided is true and correct. I further certify that:
- I have read and accept the Terms and Conditions of Enrolment.
- I have reviewed the Student Handbook supplied to me and have been informed about and accept my rights and obligations.
- I have reviewed and accepted the Schedule of Fees and Payments and have been informed of the refund policy.
- I have reviewed the Training Plan and accept the training and assessment services to be provided and the units of competency to be completed.
- I have reviewed the National VET Data Privacy Policy Notice provided and acknowledge that Commonwealth and State or Territory government departments and authorised agencies will use my personal information in accordance with this notice.
- I have reviewed the information about ARO College's internal and external Learner Support Services and acknowledge that I am aware that the South Australian Department of Human Services provides access to a range of services and resources designed to aid individuals,

STUDENT FEES – FUNDED/SUBSIDISED COURSES

The training and assessment services provided by ARO College for some courses are subsidised by the South Australian government under ARO College's Funded Activities Agreement. The requirement for any funding being provided to a person is premised on the principle of co-investment. That is, in addition to the subsidy payment made by the Department for Education (via Skills SA) to ARO College, there must be a financial co-contribution made for the training and assessment services delivered by ARO College. This is in the form of a Student Fee, which is charged per Unit of Competency, at the commencement of training in a Unit of Competency. It is a condition of ARO College's Funded Activities Agreement to charge a Student Fee for a subsidised course unless otherwise specified by the Department for Education.

REGISTRATION FEES

ARO College charges Registration Fees to cover the cost of administration and enrolment into the course; travel and accommodation to the worksite; upfront assessment of need and any referrals to external Learning Support Services; and, for the processing of applications for Recognition. The Registration Fee charged is non-refundable and payment of the Registration Fee does not assume that ARO College will accept the application for enrolment.

CONTINUOUS IMPROVEMENT

ARO College is committed to the continuous improvement of our training and assessment services, Student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting Improvements

The primary method of reporting opportunities for improvement by Students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee.

We want your feedback.

ARO College is committed to the continuous improvement its training and assessment services so that it may achieve the highest quality outcomes for all Students and the industry.

If you have any feedback or suggestions for improvement to this Learner Guide and/or the supplementary resources provided in the various sections, please follow this link here https://forms.office.com/r/f6Mw8sZmtr

Or scan the QR Code with your hand-held device:

GRADUATE FEEDBACK AND NATIONAL SURVEY

At the completion of your training program, you will be issued with an online Learner Engagement Survey from ARO College. This is a nationally consistent survey tool which is designed to collect feedback from Students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to ARO College for our ongoing improvement of services and to enable us to report this information to NCVER. Your assistance in gathering this survey data is greatly appreciated.

FEES, CHARGES AND REFUNDS

To read our Fees, Charges and Refund policy and forms please access the current version using the link below.

> **Q** **Fees, Charges and Refund Policy**
> To read our current policy:
>
> Access the form from the Learner Portal or
> Go to our website: https://aro.edu.au/policies/
>
> Click the link on the page to download the document

Fees and Charges Principles

The following key principles apply to Fees and Charges:

- ARO College reserves the right to adjust its Course Fees, Participant (Student) Fees and Charges from time to time.
- Course Fees or Charges may be negotiated with individual Students or Organisations as approved by the CEO or COO.
- The CEO or COO may discount or waive Course Fees or Charges (for example in cases of severe financial hardship) at their discretion, and where such a waiver falls into compliance with any Funding Body agreement.
- Confidentiality regarding fee arrangements is expected from Students.
- Where Course Fees are subsidised by a Funding Body, Students's must pay a mandatory Participant Fee unless the Course is Fee-Free.

The following conditions apply to Fees and Charges for all Students:

- All Registration/Enrolment Fees for each Program of Study are payable in advance of the ARO College commencing the enrolment and upfront assessment of need activities.
- All Participant Fees for each unit of competency are payable in advance of the training delivery and assessment activities for each unit of competency.
- ARO college cannot accept prepaid fees Clients in excess of a total of $1500 (being the threshold total prepaid fees amount).
- Flexible payment arrangements/options will accommodate individual circumstances.
- All Fees must be paid in full before any awards or certificates will be issued.
- If payment instalment / arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, ARO College reserves the right to suspend a Students learning or assessment (or both) until all fee payments are up to date.
- Applications to enrol into all Programs of Study will be considered tentative until payment of the Course Registration Fee and the Student has provided a valid Student Identifier and undertaken a language, literacy, and numeracy assessment.
- Where Students are enrolled under an apprenticeship/traineeship and/or a government subsidised training place, the Student's Participant Fees
  - Are payable in advance of the training delivery and assessment activities for each unit of competency.
  - Are charged per unit of competency upon the:
    - Enrolment of a Student in the unit of competency in the SLMS, or
    - Sending of a Calendar Invitation Booking for a Workplace-Based Workshop

Refund Policy Principles

The following key principles apply to the Refund Policy:

- ARO College will not provide a refund for a change of mind, once learning and assessment resources have been provided to Students or a Student has commenced an online course. Commencing an online course is defined as having logged into and accessed the course Learning Plan in the SLMS.
- ARO College may, in its absolute discretion, refund some or all Course Fees and Charges where it determines that there are extenuating or compassionate circumstances.
- There is no refund to Students who do not successfully complete their course.
- ARO College does not accept liability for loss or damage suffered in the event of voluntary withdrawal from a course by a Student.
- ARO College provides a full refund to all Students, should there be a need for ARO College to cancel a course. If the College cancels a course, Students do not have to apply for a refund; the College will process the refunds automatically.

The following principles apply to the processing of refunds:

- Verbal requests to withdraw or cancel enrolment in a course will not be accepted.
- Written notification of withdrawal or cancellation from a course must be provided by a Student or Organisation BEFORE applying for a refund for a course.
- ARO College will only accept written requests for a refund using the Refund Application Form. This may be via email to support@aro.edu.au .
- The date when the written request for withdrawal or cancellation is received by the College will be the date of withdrawal or cancellation.
- Course Fees and Charges to be refunded will be calculated using the **Refund Scale** table in the Fees Charges and Refunds policy document.
- Course Fees and Charges will be refunded directly to the person who initially paid the fees and/or via the original method of payment.
- Payments of all refunds will be made within 14 business days of successful application for refund.

Changes to terms and conditions including fees

ARO College reserves the right to amend the terms and conditions of a Student's enrolment at any time. If changes are made that effect the Student's enrolment the Student will be informed 28 days prior to changes taking effect. Students are provided this advance notice to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to **complaints, grievances and appeals**.

FEES AND CHARGES TABLE – EFFECTIVE FROM 01 JUNE 2024

Tuition, Incidental and Administrative fees and charges. All fees and charges are payable in advance.

* All fees displayed include GST, except for Student Fees which are GST Free.

Type	Charges	Fees
Enrolment Registration Fee Includes: LLN Assessment; Upfront Assessment of Need; Student and Employer Suitability	Qualification	$ 790.00
	Skill Set or Unit of Competency	$ 490.00
Participant Fee Per booked Workshop (Workplace-based Training and Assessment session)	Certificate II Qualifications	$ 350.00 (Per Unit of Competency)
	Certificate III – IV Qualifications	$ 450.00 (Per Unit of Competency)
	Diploma Qualifications	$ 550.00 (Per Unit of Competency)
Re-Assessment Fee Per attempt	Where Students do not achieve competency in a Unit after their 2rd attempt.	Equivalent to the **Student Fee** charged for the Unit ($250/$350/$450/$550)
No-Show Fee	Where Students are more than 30 minutes late for or do not attend a booked Workshop.	$ 350.00
Re-Booking Fee	Where an Employer does not set aside the agreed duration (3.5 hours) of the Workshop for the Student to be assessed in the workplace and a new Workshop session is required.	$ 350.00
Non Submission Fee	Where Students do not provide any written assessment tasks for submission at a booked Workshop.	$ 350.00
Late Cancellation Fee	Where a booked Workshop is cancelled by either the Student or Employer within 5 Business Days of the session.	$ 350.00
Reprint of Certificates	Where a Student requests a re-print of their Certificate	$ 50.00
Recognition Applications Only available to Enrolled Students	Credit Transfer – Per Unit	$ No Charge
	Recognition of Prior Learning – Per Unit	$ Equivalent to the **Participant Fee** charged for the Unit ($250/$350/$450/$550)

LEARNING SUPPORT SERVICES

During your enrolment, ARO College will engage with you on a number of occasions to identify if you require any support. We do this through requesting you to complete enrolment documentation which includes an initial core skills assessment, and enrolment/registration interview and assessment of need and finally during your initial training sessions. One of the important objectives of these engagements is to understand what support services you may need to fully participate in and give you the best chance of being successful in your chosen Course. You will be asked various questions about your support needs or your "individual needs". This is simply the term we use to define what your needs are, and this enables us to organise the appropriate Learning Support Services we have at our disposal. Make sure you take the most of this opportunity and let us know if you need support. We are here to help, and we want you to enjoy your course.

If you are at risk of withdrawing from your course, falling behind in assignments, or facing significant barriers, such as financial, mental health or family issues, to completing your course, you should have a talk with us. If the type of support is complex and outside of what ARO College staff can provide, we have an external, independent third-party organisation that we can refer Students to. **Support is always available** by contacting:

- Email: support@aro.edu.au
- Phone: 08 83391066

UPFRONT ASSESSMENT OF NEED

To ensure all Students receive the support they need to successfully complete their Course, an upfront assessment of need (UAN) process is undertaken before enrolment is confirmed.

All applicants into an ARO College Course, regardless of prior educational attainment, employment experience or employment status, are required to participate in the UAN process if they are seeking enrolment into a nationally recognised course.

Three key areas form the UAN process. Each part of the process has an associated number of conditions that must be satisfied and completed prior to a place in a Course being offered.

- **Eligibility:** where we establish an applicant's eligibility for subsidised training (as applicable) by reviewing information including, identity and residence, citizenship, school enrolment, Centrelink status and presence of an apprenticeship or traineeship contract.
- **Entitlement:** where we assess and confirm an applicant's entitlement to undertake subsidised training (as applicable) by reviewing current qualifications and concessions.
- **Upfront Assessment of Need**: where we meet applicants and conduct an assessment of their general suitability, and employers in the case of a work-based traineeship, to undertake the Course, which includes identifying any Learning Support Services needs and literacy and numeracy capabilities (LLN Assessment).

Language, Literacy and Numeracy (LLN) Assessment
ARO College assess the literacy and numeracy capabilities of each Student using as a minimum, the online Snapshot Reading and Numeracy Indicator (SRNI). All literacy and numeracy assessments are conducted at registration for a Course and are supervised in person or invigilated by the applicant's workplace supervisor.

The SRNI is used to assess individuals seeking access to a Certificate II or III vocational qualification to ascertain if they are at ACSF Exit Level 3 or below in reading and numeracy as a minimum requirement by the Department for Education. The LaNCA assessment is used for applicants seeking enrolment into a Certificate IV or higher qualification.

SRNI

The SNRI is a short indicative assessment taking approximately 15 minutes and provides a statement as to whether further assessment is or is not required. The SRNI does not provide a detailed report or analysis. It only provides an indication of whether the individual is ACSF Exit Level 3 or below. Where Students do not meet the Skills SA literacy and numeracy capabilities for their Course the individual is required to undertake the LaNCA to enable this finding to be confirmed and to establish the ACSF Working Level and ACSF Exit Level for the skill area(s) being assessed for referral to MADEC for interpretation.

LaNCA

The LaNCA is a comprehensive assessment taking approximately 30 minutes each for reading and numeracy. The LaNCA is computer adaptive, and each response will prompt following questions based on the capabilities the individual is demonstrating, making it a unique assessment. The LaNCA also provides a detailed report that analyses the outcome for each question and assigns an ACSF Working Level, ACSF Exit Level and a scale score. Where the LaNCA indicates again that the individual did not meet the minimum ACSF Exit level in reading and/or writing and/or numeracy for this course a CSPA Interpretation Report is generated and sent to MADEC for interpretation.

Learning Support Services – Complex Needs

ARO College has a Learning Support Services (LSS) agreement with MADEC Australia for the provision of LSS for Students whose support needs are more complex than what ARO College's existing support provisions can meet. LSS addresses complex needs that may impact on living, learning and transition and provides:

- liaison and advocacy with ARO College to ensure best supports are in place for each Student client,
- supported referral and advocacy (e.g. health, housing, legal, Centrelink/employment services provider),
- in-class and study skills support,
- personal support, and
- support occurring during work placements.

Foundation Skills & Bridging Units

Where a MADEC Interpretation Report identifies that a Student seeking access to a funded Course requires foundation skills bridging units, the Student must agree to undertake and complete the foundation skills training or support. The foundation skills may be undertaken before commencing or during their Course. Where applicants are seeking a place under a FAA Training Contract, they must agree to undertake foundation skills training before a training account is established.

VETRO

The VET Readiness Orientation (VETRO) process is a subset of the UAN and is used for school Students seeking access to a Skills SA subsidised Course. VETRO is triggered by a referral to ARO College from a secondary school. On receipt of the referral, ARO College will conduct the upfront assessment of need that incorporates VETRO for School Students. Following eligibility and entitlement confirmation, ARO College will proceed to conduct the assessment of need in accordance with the Upfront Assessment of Need Guidelines.

ACCESSING YOUR RECORDS

You are entitled to have access to your records. These records include your:
- Enrolment and administration documents,
- Learning and assessment evidence and outcome records,
- AQF certificates

You may require these records to monitor you progress with training or simply to go back and confirm something in a previous training program. Whilst these records will be retained by ARO College, you are welcome to have access anytime just contact us by email at support@aro.edu.au. You can access hard copy records and reports from the SLMS, but only relating to you personally and if you have access to the platform. All Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, ARO College reserves the right to charge a one-off photocopy fee of $10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued, printed certificate from ARO College. The cost of $50.00 will apply for each re-issued AQF certificate and are payable in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A Student may also nominate another person to collect the certificate, however these persons must be notified to ARO College beforehand, and the person must provide photo ID to validate their identity.

QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

ARO College will issue all Australian Qualification Framework (AQF) certification documentation (Qualifications or Statements of Attainment) to a graduate within 30 calendar days of the graduate being assessed as meeting the requirements of the training product if the training program in which the Student is enrolled is complete. Please note however that ARO College is not obliged to issue any certificates or results to a completed Student until:
- All agreed fees the Student owes to ARO College have been paid in full.
- The Student has provided a valid Unique Student Identifier.

Graduates will be posted by secure mail a hard copy of all certificates and any statements of results and will receive a digital copy of these certificates by email. All certificates contain a QR Code enabling the independent verification of your certificate. Students should be aware that a:

- **Qualification** is the result of a Student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a person has achieved learning outcomes as described in the AQF. Within the AQF a qualification is comprised of a testamur (certificate) and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.

- **Statement of Attainment** is issued when a person has achieved one or more units of competency as a result of completing a course which included units of competency only or where a person achieved one or more units of competency as part of an enrolment in a qualification-based course, but the person did not achieve all of the units of competency to receive the full qualification.

ASSESSMENT

At ARO College, we recognise that workplace-based training and assessment is the core service offered to our Candidates (a Student for assessment) and is at the centre of our operation as a Registered Training Organisation. Quality assessment ensures that the skills and knowledge of clients are assessed using four principal determinants:

- That assessment decisions are based on the assessment of skills and knowledge compared with units of competency drawn from nationally endorsed Training Packages or accredited courses.
- That the target industry or enterprise requirements are contextualised and integrated within the assessment.
- That evidence is gathered that meets the rules of evidence.
- That assessment is conducted in accordance with the principles of assessment.

Assessment Policy and Procedure
To read our current policy:

Access the document from the Learner Portal or
Go to our website: https://aro.edu.au/policies/

Click the link on the page to download the document

ASSESSMENT PROCEDURES

At ARO College, our primary method of assessment is a 1:1 workplace-based Workshop, on-site at the Student's (Candidate for assessment) workplace.

A 'Workshop' in this context means a single-instance, workplace-based training and assessment session for a unit of competency. The date of the Workshop instance is the final assessment deadline date for submission and performance of all assessment tasks and activities provided in a unit of competency's Candidate Assessment Kit.

At each Workshop Students will submit their written, formative assessment tasks and then, subject to satisfactory performance in the formative tasks, undertake a summative, practical assessment task directly observed, in-person, by an assessor.

Due to the time and cost for Assessors to travel to a worksite for a Workshop and the nature of our workplace-based traineeship delivery model to our target Student and their employers, the date and time of a Workshop for a unit of competency is:

- The **due date** for the submission **of all assessment tasks**.
- The assessment event date for the Students summative, practical assessment task.
- The designated end-date for the completion of training for each unit of competency.

Workshops are scheduled to occur approximately every 4 to 6 weeks for Certificate II and III qualifications and every 6-8 weeks for Certificate IV and Diploma qualifications, depending on the volume of learning requirements for a particular unit of competency. Every unit of competency provides at least 3 distinct assessment tasks and activities that must be achieved satisfactorily for a Student to be deemed competent (pass) in a unit of competency.

Students are provided with printed copies of their Learning Resources and the corresponding Candidate Assessment Kit at each Workshop instance – a Workshop for the new Unit of Competency is scheduled and booked through MS Outlook Calendar to occur approximately 1 month to 6 weeks after the issue of materials. The Workshop calendar invitation is sent to the Student, their employer or workplace supervisor, and the Assessor who will administer the Workshop session. The Calendar invitation includes details of what Units will be assessed and any terms and conditions of assessment that will apply.

During the 4-6 week period between the issue of the resources and the date of the Workshop, the Student is to undertake self-paced learning intersected with support, training and mentoring from their trainer, study coach and employer, as is required in the Training Plan. During this period, the Student completes the formative assessment tasks 1 and 2 ready for submission at the Workshop and prepares themselves to undertake Task 3 at the Workshop.

Candidate Assessment Kit

The Candidate Assessment Kit provides the written and workplace practical demonstration tasks and activities that each Student must attempt and achieve. Students submit to their assessor their hand-written/electronic submissions, and evidence, in the Candidate Assessment Kit.

Each Student Assessment Kit includes 3 assessment tasks:

Formative Assessment Tasks

- **Task 1: Knowledge questions** – 20-40 questions which assess the Performance Criteria and Knowledge Evidence requirements of each unit. These consist of short answer questions, multiple choice and true or false questions, which require the Student to provide a considered written response.
- **Task 2: Case study and/or project(s)** - requiring self-directed research and medium-long-answer written responses which requires the Student to apply theory and practice such as action research, experiment, impact studies, planning for a complex professional task, field work etc.

Summative Assessment Task

- **Task 3: Workplace Demonstration of Practical Tasks** - which are on-the-job project activities using actual equipment and tools, that the Student undertakes in their workplace or simulated workplace or role-play with the involvement of their workplace supervisor/mentor. The task is designed to assess the Performance Evidence requirements of each Unit. Tasks may include activities such as self-directed research, planning, organising, calculations and photographing and recording evidence of the outcome or finished project, for submission. The Assessor will assess the evidence submitted and where appropriate observe the tasks completed and record their observations in the checklist. These observations can be made either in a workplace, simulated workplace, or role play.

Task 4: Third Party Report – This non-assessable task captures feedback from the Students workplace supervisor to support the assessor in determining competency. The supervisor is requested to provide written feedback and observations and to sign and confirm that the Student undertook and demonstrated to industry standards, the skills required for each unit of competency, under workplace conditions.

ACHIEVING COMPETENCY

- Students are provided with 2 attempts at achieving a Satisfactory result in all 3 Assessment Tasks.
- If a Student is unable to achieve competency after the 2 attempts, they will be required to undertake re-training and assessment. This will be booked as a new, additional Workshop.
- Any additional Workshops for not achieving competency after 2 attempts will require payment of the 'Participant Fee' for the Unit.

Extensions Provided by Trainers/Assessors

At the discretion of the Assessor, Students may be granted an Extension for the submission of any outstanding Tasks that are not submitted at the Workshop for any Unit of Competency. Assessors will record any dates and times for resubmission on the applicable Assessment Task Extension Record sheet. The Training Coordinator will send a calendar invitation to the Student, their Employer and the Trainer who requested the extension, including the Assessment Task Extension Record sheet. Trainers/Assessors will only provide an extension to submit an outstanding Task if there is ONLY 1 outstanding Task to complete.

Collection of Tasks extended

Where Students do not submit outstanding Tasks by the extension deadline:
- This will count as 1 of the 2 permitted attempts at achieving competency.
- Students will be charged the 'Non-Submission Fee'.

Not Yet Satisfactory outcomes

Students for assessment are provided with the Student Assessment Kit at the commencement date of a Unit of Competency and are scheduled to submit their completed assessment tasks at a Workshop on an agreed date between 1 month and 8 weeks after the commencement date.

1st Attempts

Where a Student does not submit any formative assessment tasks for assessment, on their first attempt at the Workshop they will be graded as NYS (Not Yet Satisfactory), and they will charged the Non-Submission Fee as per the Fees, Charges and Refunds policy and procedures, unless there are extenuating circumstances. This will also count as one of the 2 permissible attempts.

2nd Attempts

Where a Student does not submit any formative assessment tasks for assessment, on their Participant Fee as per the Fees, Charges and Refunds policy and procedures, unless there are extenuating circumstances.

No Shows

Where a Client fails to attend the Workshop after confirming their attendance for a Workshop they are graded as NYS, and they are charged the No Show Fee as per the Fees, Charges and Refunds policy and procedures, unless there are extenuating circumstances.
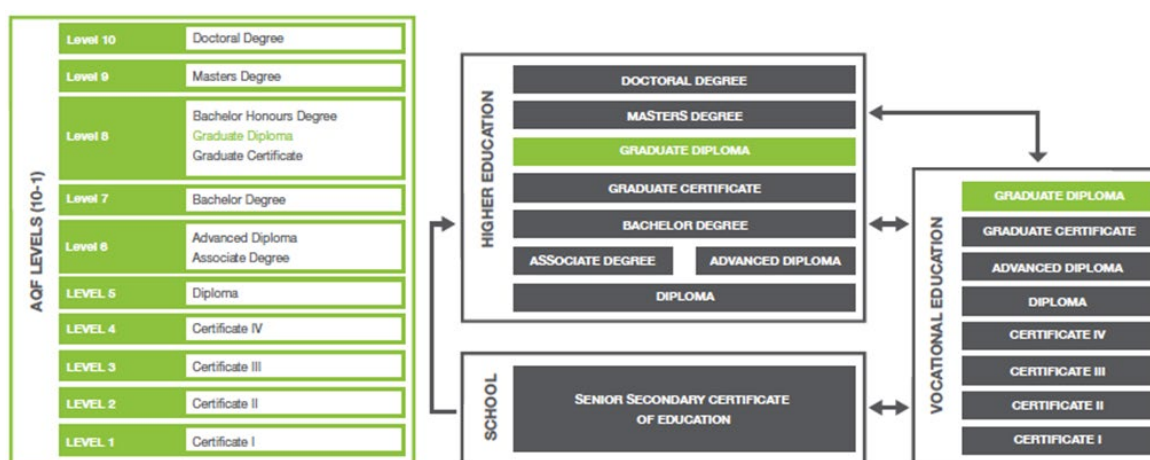
RECOGNITION

In accordance with the requirements of the Standards for Registered Training Organisations, ARO College provides the opportunity for all enrolled Students to apply to have prior learning recognised toward a qualification or units of competency for which they are enrolled.

We understand that studying is a major commitment, which is why we want to help all Students to achieve recognition for previous study or learning, where and when it's due. You may already have skills and knowledge, gained through working, volunteering or previous study, which could be directly relevant to your Course. This is called "recognition". By achieving recognition, you could reduce the amount of time you need to study and graduate in your qualification faster. Obtaining recognition also means once you get started in your study, you will only be building new skills, rather than repeating old ones. Please note that Students may not apply for recognition for units of competency or a qualification which is not included in ARO College's scope of registration.

At ARO College, we realise that you may have relevant experience and knowledge prior to commencing your studies, and we consider them through both **Credit Transfer** and **Recognition of Prior Learning**. You can achieve recognition in either of these two ways or as a combination of both:

Credit Transfer **(CT)** – recognises your previously completed formal studies, which may allow for entry into a qualification and/or provide credit towards the qualification. CT is only applied to qualifications that are part of the Australian Qualifications Framework (AQF). Under these arrangements, ARO College will recognise AQF qualifications gained from other RTOs or higher educational institutions.

Credit Transfer (CT) allows you to receive credit for previously completed unit(s) of competency. If you gain credit for unit(s) of competency, it will reduce your overall course fees, so it is important to consider if you qualify for recognition via Credit Transfer before you enrol.

Evidence requirements for Credit Transfer

For previously completed qualifications or units of competency from another Registered Training Organisation to ARO College, evidence for application of Credit Transfer may include a USI transcript or a verified Transcript of Academic Record with successful results, or Statement of Attainment (SOA) certificate(s), from the issuing RTO. To support a Credit Transfer application, ARO College will request verification of all Transcripts of Academic Record and SOAs with the issuing RTO Provider.

If you have completed nationally recognised training courses since 2015, you should have a record of those courses in your USI account. If you wish to supply a USI Transcript as evidence for Credit Transfer will need to provide ARO College with either:

- a copy of your USI records downloaded from your USI account, or
- by updating the permissions in your USI account to allow ARO college to view your USI records

USI Permissions

To help ARO College verify your USI you can print or email your USI verification details from this page here https://portal.usi.gov.au/student/Permissions.

You can also set your permissions to allow ARO College to view your USI transcript. To do this – click the 'Add Organisation' button on the Permissions page and enter these details into the Search window:

- Organisation Code: 40056
- Select the 'Add' button and then on the next page, select the permissions to enable ARO College to 'View VET Transcript'.

MANAGE PERMISSIONS - ADD ORGANISATION

Enter the Organisation's details and select Search to find an Organisation.

SEARCH DETAILS

| Organisation Code | 40056 |
| Organisation Name | |

Search

SEARCH RESULTS

Organisation Name	Organisation Code	ABN	
ARO COLLEGE	40056	71093668501	Add

(1 search result found)

Back

Recognition of Prior Learning (RPL) – recognises

skills, knowledge or experience you have gained outside of the formal education and training system and how they may meet the requirements of your Course. Put simply, it means if you can demonstrate you already have the skills and experience in a particular unit or multiple units of competency, you can be assessed in a whole or partial qualification or skill set without needing to attend classes or participate in learning.

Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience. Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by Students of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a Student's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include: Work records; Records of workplace training; Assessments of current skills; Assessments of current knowledge; Third party reports from current and previous supervisors or managers; Evidence of relevant unpaid or volunteer experience; Examples of work products; Observation by an assessor in the workplace; Performance appraisal; or Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined, with a number of evidence items, the Student will start to provide a strong case for competence. ARO College reserves the right to require Students to undertake practical assessment activities of skills and knowledge to satisfy itself of a Student's current competence.

Your responsibilities

Applications for RPL will be assessed on an individual basis. Persons applying for RPL will need to provide the necessary evidence documentation to demonstrate competency in accordance with the competency requirements of each unit of competency you apply for. You do this by matching your experience and current skills against the specific criteria outlined in the RPL Kit. Your RPL Kit will be provided to you after you have enrolled and indicated which Units of Competency you are seeking RPL for.

Note: for some units of competency, a person applying for RPL should expect to invest a similar amount of time collating and gathering evidence as they would normally, if they were undertaking unit(s) in the standard training and assessment format. The onus is on applicants to provide evidence to ARO College and RPL can only be provided for full units of competency, not parts or modules.

GRIEVANCES, COMPLAINTS AND ASSESSMENT APPEALS

ARO College acknowledges that a Student has a right to lodge a grievance, formal complaint or an Assessment Appeal when they are dissatisfied with the training and /or assessment services and experiences that they have been provided by ARO College. To read our Complaints, Grievances and Appeals policy and forms please access the current version using the link below.

🔍	**Complaints, Grievances and Appeals Policy (V 2.1)** To read our current policy:

Access the form from the Learner Portal or
Go to our website: https://aro.edu.au/policies/

Click the link on the page to download the document

Grievances and Complaints Principles

A **Grievance** refers to informal or formal expression of dissatisfaction with a particular issue, such as a policy, procedure, decision, or action by ARO College staff or an individual within the ARO College environment, including other Students, Clients and Third Parties. Grievances are typically verbal in nature and relate to a perceived violation of an individual's natural rights or a perceived injustice that has a negative impact on a Student's experience within the ARO College training environment. Generally a Student or customer of ARO College will verbally raise their Grievance with ARO College staff member in the first instance and seek a resolution. It is expected that in almost every case of Grievance a resolution which is satisfactory to all parties will be reached.

Should however the Grievance remain unresolved to the satisfaction of the Student or customer they may escalate the issue to a formal Complaint. ARO College views a **Complaint** as a specific expression of dissatisfaction related to an ARO College service, provision, or conduct that is perceived as unsatisfactory or unacceptable.

ARO College will accept Complaints if they are written, with the person making the complaint being asked to complete the ARO College Complaints Form, which provides the opportunity to document the grounds for the complaint. The CEO will then commence complaint resolution through a participative, transparent, and fair process. This may lead to occasions where an industry-training representative may be invited to mediate or act as an objective, independent party in order to negotiate a satisfactory resolution.

🔍	**Complaints Form** To lodge a formal, written complaint:

Access the form from the Learner Portal or
Go to our website: https://aro.edu.au/our-forms/

Click the link on the page to download the document

Informing Persons and Responding to Allegations

Where a Complaint involves one person making allegations about another person, it is a requirement for ARO College to hear both sides of the matter before making any judgements about how the Complaint should be settled. A person who will be affected by a decision made by ARO College because of a Complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of ARO College to investigate the matter, then in these circumstances ARO College reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Review by an independent third party

ARO College provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow ARO College to full consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person.

Unresolved Complaints and Appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by ARO College, they have the opportunity for a body that is external to ARO College to review his or her complaint or appeal following the internal completion of complaint or appeals process. Students who are not satisfied with the process applied by ARO College may refer their matter to the following external agencies:
- In relation to consumer related issues, refer to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, refer to the National Training Complaints Service via the following phone number: 13 38 73 or visit the website at https://www.education.gov.au
- In relation to matters relating to privacy, refer the complaint to the Office of the Australian Information Commissioner via the following details: https://www.oaic.gov.au   or call on 1300 363 992

Assessment Appeals Principles

ARO College acknowledges that Students have the right to appeal an assessment decision, based on valid grounds for appeal, including those made by a third-party partner. The following key principles apply to Assessment Appeals.

Valid grounds for an appeal against an assessment decision (where the Student feels the assessment decision is incorrect) could include the following:
- The judgement as to whether competency has been achieved and demonstrated was made incorrectly.
- The judgement was not made in accordance with the guidelines of the Candidate Assessment Kit.
- Alleged bias of the assessor.
- Alleged lack of competence of the assessor.
- Alleged wrong information from the assessor regarding the assessment process.
- Alleged inappropriate assessment process for the competency.
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

Assessment Appeals shall follow this process:
- The appeal is to be made in writing within 7 calendar days of notification of the assessment decision using the Assessment Appeal Form. Further detail may be provided by the appellant verbally.
- The Training Coordinator and the relevant Assessor(s) shall be informed of receipt of any appeal.
- Appeals, where possible, are to be resolved within 28 days of the initial application. In all cases the final conclusion will be endorsed by the Training Coordinator.

- The appellant will be advised in writing of the outcome of their appeal, within seven (7) days of the resolution.
- If the outcome is not to the satisfactory of the appellant, they may seek an appointment with the CEO. If the appellant is not satisfied with the decision, they have the option to seek outside assistance to pursue the appeal.

An investigation into an Assessment Appeal may result in one of the following outcomes:
- Appeal is upheld; in this event the following options will be available:
  - The original assessment will be re-assessed, potentially by another assessor.
  - Appropriate recognition will be granted.
  - A new assessment shall be conducted/arranged.
- Appeal is rejected/ not upheld; in accordance with the College Assessment Policy the Client will be required to:
  - Undertake further training or experience prior to further assessment; or
  - Re-submit further evidence; or
  - Submit/undertake a new assessment.

WITHDRAWALS

Students who withdraw their enrolment part way through a training program must notify ARO College in writing via email or letter at the soonest opportunity. Students who cancel their enrolment after a training program has commenced will be entitled to a refund of fees as per the Refund Scale in the Refund Policy and Procedure. Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

Withdrawing from a course

There are circumstances where a Student may finalise their enrolment early for personal or academic reasons. Where this is the case, the Student is requested to complete the Course Amendment form. This provides the opportunity to specify the reasons and select to indicate the preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether.

Where the enrolment is being deferred or terminated, Students will be issued a statement of attainment to recognise the outcomes they have achieved during their enrolment. A Student who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency.

The Chief Executive Officer will review these applications, where possible is to interview the Student to understand their circumstances and is to record their decision using the section provided on the application. Students are to be informed of this decision in writing.

Course Amendment Form
To change your enrolment status:

Access the form from the Learner Portal or
Go to our website: https://aro.edu.au/our-forms/

Click the link on the page to download the document

Student who are not contactable or not responding

Where a Student is not contactable or fails to respond to reasonable communication requests by the ARO College, the Student's enrolment may be terminated in absentia. This action may only be taken where the ARO College has made every reasonable attempt to engage with the Student or contact the Student to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a Student via email or phone conversation communicating their request is to be accepted where the Student is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the Student's file as evidence of these expressed instructions from the Student.

Before a Student's enrolment can be terminated without their written or expressed consent the following protocol is followed:
- A minimum of three attempts (four weeks apart) must be made using the last know contact details (email, phone and mail) to contact the Student and issue the Student with a warning letter notifying them of the intent to terminate the enrolment.
- Where the Student fails to respond, the Student's enrolment is to be terminated and the Students record within the Student management system is to update with the outcome of "withdrawn" entered into each unit of competency that has not been completed at the time.
- Any final AQF certificate to which the Student is entitled is to be sent registered mail to the Student's last known mailing address. This should also be noted in the Student's enrolment record and a photocopy of the certificate retained on the Student's record.

We hope you enjoy studying with ARO College!